

Position Description

Position title:	Business Partner (Data Analytics)
Department:	Business Intelligence and Analytics
Classification:	Administration Officer Grade 7 Year 1–5 (AO71–AO75)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025–2027
Reporting to:	Manager – Business Intelligence and Analytics

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with

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disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About the department/unit

The Business Intelligence and Analytics Unit supports the Women's to make informed, evidence-based decisions. The Unit manages enterprise performance reporting and business intelligence, generates regular and ad hoc activity analysis, analyses coded data, coordinates activity benchmarking, provides assurance over activity submissions, and develops and reports clinical costing.

Position purpose

The Business Partner (Data Analytics) is the primary connection between the Business Intelligence and Analytics Unit and allocated clinical and corporate areas. The role works alongside leaders and operational teams to understand their priorities, define the questions that data needs to answer, and convert complex information into clear insights, options and recommended actions.

Operating as a trusted analytical adviser, the role combines consulting, stakeholder engagement and hands-on analysis. It delivers targeted analysis directly and coordinates the appropriate BI&A response where a need requires a report, dashboard, data-quality investigation or specialist technical support. This role also builds data capability across the organisation by helping stakeholders interpret information, use trusted data appropriately and embed insights into planning, performance improvement and service delivery.

The role supports the organisation to move beyond retrospective reporting by applying analytical techniques that identify future risks, forecast demand and activity, evaluate intervention options and support proactive decision-making.

Role Profile

Partner	Diagnose	Analyse	Influence
Build trusted relationships and understand business priorities.	Clarify the problem, challenge assumptions and frame the right question.	Turn data into meaningful insight, options and practical recommendations.	Communicate clearly and support stakeholders to act on the evidence.

Key responsibilities

Business partnering and stakeholder engagement

- Develop strong, trusted relationships with leaders, clinicians and operational teams across allocated portfolios and maintain a practical understanding of their services, priorities, risks and performance challenges.
- Use structured discovery and consultation to identify the underlying business problem, decision or opportunity before proposing a data or reporting solution.
- Act as a constructive advisor by challenging assumptions, identifying evidence gaps, and helping stakeholders articulate the decision they are trying to make before seeking additional information. Focus discussions on understanding the underlying problem, desired outcomes, and potential actions, ensuring analysis is purposeful and decision-oriented rather than generating incremental data that adds complexity without improving insight or impact.
- Facilitate workshops and discussions that bring together business, clinical and technical perspectives and create shared agreement on the problem statement, scope, expected outcome and measures of success.
- Maintain clear communication with stakeholders on priorities, progress, dependencies, limitations and outcomes.

Analytical consulting and insight

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- Plan and undertake descriptive, diagnostic and exploratory analysis of workforce, patient, activity, quality, financial and operational data to identify trends, variation, drivers, risks and opportunities.
- Bring together quantitative evidence, operational context and stakeholder knowledge to develop balanced conclusions rather than presenting data in isolation.
- Translate complex findings into clear narratives, visualisations, options and recommendations tailored to the audience and the decision being made.
- Clearly explain analytical methods, assumptions, data limitations and uncertainty so that insights are used appropriately.
- Evaluate whether an analysis or data product has answered the original question and, where practical, track adoption, benefit or decision impact.
- Apply forecasting, trend analysis, segmentation, statistical methods and scenario modelling techniques, where appropriate, to support business cases, planning, performance improvement and strategic decision-making.
- Identify opportunities to move from retrospective reporting toward predictive and proactive analytics that anticipate emerging risks, service demands and organisational priorities.

Data and reporting products

- Translate business needs into clear analytical requirements, measures, acceptance criteria and prioritised work for analysts, Power BI developers and data engineers.
- Determine the most appropriate response to a need, which may include advice, an existing product, a one-off analysis, a recurring report, a dashboard enhancement, a new data product or referral to another specialist.
- Develop fit-for-purpose analyses, prototypes, visualisations and reports using approved tools, such as Power BI, SQL, Python and Microsoft Excel.
- Collaborate closely with business stakeholders, EMR and data engineering teams to shape analytical solutions that are both valuable and deliverable.
- Ensure requirements are clearly understood that clinical workflows and data capture processes are considered, technical constraints and dependencies are identified early, and delivery effort is aligned to organisational priorities.
- Promote reuse of trusted data, consistent measures and existing products, reducing unnecessary duplication and manual reporting.
- Support the development and adoption of advanced analytical products including forecasting models, predictive indicators, risk monitoring tools and scenario planning frameworks.

Demand, prioritisation and delivery

- Support transparent intake, assessment and prioritisation of data and analytics requests based on organisational value, urgency, risk, effort and strategic alignment.
- Define scope, deliverables, responsibilities, dependencies and realistic timeframes, and manage agreed work through to completion or handover.
- Identify emerging themes and recurring needs across portfolios and recommend proactive or enterprise-level responses where appropriate.
- Balance competing priorities while maintaining a responsive, professional and outcome-focused service.

Data quality, governance and assurance

- Apply relevant definitions, standards, privacy requirements and data-governance controls to all analytical work.

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- Work with data owners, stewards and technical teams to investigate data-quality issues, assess business impact and coordinate resolution or transparent treatment.
- Document requirements, definitions, analytical logic, assumptions, limitations and data lineage to a standard that supports assurance, reuse and continuity.
- Undertake appropriate peer review, reconciliation and validation so that outputs are accurate, consistent and fit for purpose.

Capability building and continuous improvement

- Build stakeholder confidence in using data through coaching, demonstrations and practical guidance on interpreting reports and dashboards.
- Encourage evidence-based decision-making and help teams embed relevant measures and insights into routine performance discussions.
- Share analytical approaches, business knowledge and reusable assets across BI&A and contribute to consistent team practices.
- Participate in continuous improvement, project work and the ongoing development of the Women's business intelligence and analytics capability.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment with the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- A tertiary qualification in a relevant quantitative discipline, or equivalent relevant experience, with demonstrated capability in statistical modelling, forecasting, predictive analytics and data-driven decision support appropriate to healthcare and operational decision-making
- Demonstrated experience in analytics, business-partnering, consulting or advisory role, preferably within healthcare, government or another complex service environment.
- Ability to build credibility and trusted relationships with senior leaders, clinicians, operational managers and technical specialists.
- Strong stakeholder engagement and discovery skills, including listening, questioning, facilitation and the ability to define underlying business problems.
- Strong analytical and structured problem-solving skills, including the interpretation of complex data to identify insights, opportunities and risks.
- Experience applying predictive, trend-based and scenario modelling techniques to generate forward-looking insights and support strategic and operational decision-making.
- Ability to translate analytical findings into actionable recommendations that influence decisions, priorities and organisational outcomes.
- Ability to challenge assumptions constructively, clarify business questions and guide stakeholders towards decision-focused analysis rather than requests for additional data.

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- Ability to communicate complex information clearly through written advice, presentations, data storytelling and visualisation for technical and non-technical audiences.
- Experience eliciting, documenting and translating business requirements into analytical, reporting or data product requirements.
- Proficiency in data analysis and visualisation tools, including Power BI, SQL and advanced Microsoft Excel.
- Understanding of data quality, metric and KPI design, privacy, governance and the responsible use of sensitive information.
- Ability to manage competing priorities, work independently and deliver high-quality outcomes with attention to detail.
- Collaborative, adaptable and continuous learning mindset, supported by highly developed verbal and written communication skills.
- Commitment to the Women's values of Courage, Passion, Discovery and Respect.

Desirable:

- Experience working with public health datasets, including patient, workforce, activity, quality, performance and financial information.
- Experience working with data from complex operational systems, including EMRs, patient administration systems, workforce systems and other enterprise platforms.
- Understanding of the patient journey, employee lifecycle and operating environment of Victorian public health services.
- Experience designing and delivering sustainable analytical products, dashboards and reporting solutions.
- Experience supporting strategic planning, business cases, service improvement, benefits realisation, workforce planning or organisational performance initiatives.
- Experience working within multidisciplinary teams comprising analysts, data engineers, Power BI developers, clinicians, operational leaders and subject matter experts.

Organisational relationships

Internal relationships

- Executive Directors and Directors
- Clinical Directors and Heads of Unit
- Operational Managers
- Nursing and Midwifery Leaders
- Finance
- People & Culture / Workforce
- Quality & Safety
- Strategy and Performance
- Digital Health / EMR
- Business Intelligence & Analytics
- Data Owners and Data Stewards
- Clinical and Corporate Teams

External relationships

- Department of Health (Vic.) as required
- Other Health organisations as required.

Inherent requirements

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Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Frequent
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Rare
Leg/foot movement to operate equipment	Rare
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Frequent
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Frequent
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Rare
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Occasional
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/constant
Hearing – use of hearing is an integral part of work performance	Prolonged/constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Not applicable
Problem solving issues associated with clinical and non-clinical care	Prolonged/constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Rare
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

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- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: September 2026

Developed by: Manager – Business Intelligence and Analytics

Date of next review: September 2027

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