Position Description

Position Title	Business Analyst
Position Number	30011817
Division	Office of the CEO
Department	Project Management Office
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector) (Single Interest) Enterprise Agreement 2025-2027
Classification Description	Administrative GR5
Classification Code	HS5 – HS33
Reports to	Manager, LMSS Project Management Office
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Reporting to the Manager, Project Management Office, this role will work primarily on technology projects. The role will work with individual health services to capture existing business processes, identify inconsistencies, work with stakeholders to achieve regional alignment and successful project and business change outcomes.

The role will also work closely with the Loddon Mallee Shared Services Technical Operational teams to achieve results.

The Business Analyst will require strong analytical skills, and the ability to work with key stakeholders to identify business problems and opportunities, proposing changes to work practices to achieve results. The role will bridge the gap between stakeholder needs and the outcomes of the project.

Responsibilities and Accountabilities

Key Responsibilities

- Collaborate with stakeholders to understand business objectives, processes and challenges
- Assess current state and analyse stakeholder needs to ensure alignment with project outcomes
- Analysis of business processes to identify areas of improvement and make recommendations on these improvements
- Manage the production of documentation to provide business processes and support for system users across the region to assist with user readiness and implementation, translating requirements into clear and concise documentation
- Co-ordinate stakeholder engagement and consultation across the health services, to uncover, capture and prioritise requirements
- Bridge the gap between the business needs and the project planned outcomes
- Contribute to project communications and change planning activities to ensure operational readiness to transition to new processes
- Support testing and validation of requirements, playing the lead role during user acceptance testing
- Identify risks and mitigation strategies that relate to the business change
- Support transition of project to operational support, through knowledge transfer to system owners, Digital Services operational support teams and system users

Key Selection Criteria

Essential

1. Previous experience working as a Business Analyst within a medium to large project with multiple stakeholders, with a focus on business change due to a significant technology change
2. Demonstrated ability to manage multiple stakeholders to achieve stated outcomes
3. Excellent analytical skills and logical reasoning
4. Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships
5. Demonstrated ability to identify and assess business requirements and undertake analysis required to design an effective solution based on business needs
6. Excellent communication skills able to clearly articulate and translate information both verbally and written into suitable material geared to the audience

Desirable

7. Industry certification/qualification in Business Analysis or related field
8. Previous experience working within the health sector

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.