

Position Title: ICT Process Analyst – Ballarat Base Hospital Redevelopment (BBHR)

Campus: Ballarat

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Direct: ICT Infrastructure Program Manager
Indirect: Director Digital Health Infrastructure

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Grade 6 (HS6)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships, and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness, and empathy.	Openness, honesty, and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

This role within the Digital Health Infrastructure team supports the Ballarat Base Hospital Redevelopment (BBHR) program of works by driving the discovery, analysis, design, and improvement of end-to-end processes that enable reliable, safe, and efficient ICT delivery and operations.

The Process Analyst will work closely with Digital Health teams, the BBHR project team, Grampians Health stakeholders, and delivery partners to map current-state and future-state processes, identify gaps and risks, and define pragmatic improvements for ICT deliverables and integration activities supporting BBHR outcomes.

Under the guidance of the Solution Architect, the position is responsible for undertaking process discovery, facilitating workshops, documenting process maps and supporting artefacts (e.g., procedures, work instructions, and controls), and partnering with delivery teams to embed improved processes across Grampians Health (GH) sites as required.

About the Ballarat Base Hospital Redevelopment (BBHR) Program

The Victorian Government is investing \$655 million for the redevelopment and expansion of the Ballarat Base Hospital. The Victorian Health Building Authority (VHBA) and Grampians Health (GH) will supervise this redevelopment and expansion. This project will include the creation of a new emergency department, a women and children's hub, a state-of-the-art theatre suite, and an additional 100 inpatient and short stay beds. Furthermore, the project entails a new and expanded critical care floor that will consolidate operating theatres, procedure rooms, an expanded intensive care unit, endoscopy suites, and consulting rooms. The final stage of construction is anticipated to be completed by late 2027. Once completed, the hospital will have the capacity to treat at least 18,000 more emergency patients, an extra 14,500 inpatients per year, and support an extra 4,000 surgeries every year.

The BBHR and Operational Commissioning (OCx) programs deliver and transition digital clinical environments for the new hospital tower. The Endpoint Engineer supports build, configuration, deployment and commissioning of endpoints, clinical mobile devices, facility messaging clients, and user readiness to enable safe operational go-live.

The BBHR program team will work with clinical, operational, capital works, technology, and change stakeholders to plan and deliver required service and infrastructure changes, including associated ICT deliverables and operational readiness activities.

Delivery will be undertaken collaboratively with internal and external partners to ensure design, build, transition, and go-live readiness activities align with program timelines and Grampians Health standards.

KEY ACCOUNTABILITIES

Process Analysis & Improvement

- Facilitate process discovery with stakeholders to understand current-state workflows supporting BBHR-related ICT delivery and integrations (e.g., identity and access management, user provisioning, learning management, ITSM integration, and supporting platform processes).
- Define and document future-state processes, hand-offs, roles and responsibilities (e.g., RACI), controls, and decision points to support safe, repeatable delivery and operations.
- Capture process requirements (functional and non-functional) and translate them into clear process documentation and supporting artefacts (e.g., SOPs, work instructions, service catalogue content, and knowledge articles).
- Under the guidance of the ICT Infrastructure Program Manager, analyse options and recommend process changes that align with solution design, clinical/operational needs, and organisational standards.

- Partner with stakeholder groups as a trusted advisor to agree process changes, manage trade-offs, and confirm acceptance criteria for implementation.
- Establish and maintain process measures (e.g., KPIs, SLAs/OLAs where relevant), identifying opportunities for improved performance, quality, and customer experience.
- Analyse existing systems, workflows, and process dependencies to identify impacts, constraints, and integration touchpoints across Digital Health, Integration, and vendor teams.
- Identify process risks, issues, and control gaps (including operational readiness impacts) and work with the project team to manage mitigations and contingency plans.
- Support process validation by developing scenarios, walkthroughs, and test scripts (where applicable) to confirm that process requirements are met during system and integration testing.
- Coordinate and lead planning, scoping, prioritisation, and stakeholder engagement activities for complex process initiatives, ensuring alignment to project milestones and operational needs.
- Select and apply suitable process analysis and improvement methods, tools, and techniques (e.g., BPMN, SIPOC, Lean), integrating plan-driven and agile approaches, and ensuring input and formal agreement from diverse stakeholder groups.
- Define process requirements and specify effective, standardised ways of working through improvements in systems, information management practices, procedures, and organisational change.
- Ensure process documentation and supporting requirements clearly articulate stakeholder needs, hand-offs, and controls for submission to Digital Health, Integration, and vendor teams.
- Work with project and delivery teams to assess how current and future infrastructure, systems, software, and technology stacks impact process design, operational readiness, and service performance.
- Working with the Solution Architect, identify process gaps, overlaps, and unclear ownership across teams, and recommend simplification and standardisation opportunities.
- Contribute to the design of scalable, secure, and efficient ways of working by embedding process controls, governance, and continuous improvement practices that support sustainable service delivery.

Teamwork

- Collaborate with the Grampians Digital Health teams to design, develop, and validate a cohesive solution analysis
- Work collaboratively with the EMR project team and undertake assigned tasks as directed.
- Collaboration with BBHR stakeholders, Project Management and Digital Health teams, ensuring clear and effective communication.

Planning & Documentation

- Maintaining, updating and creating detailed technical documentation, for systems, processes, and procedures.

Management

- Participate in internal meetings as required.
- Participate in industry level user groups as required.
- Liaise with other information providers/managers within GH to contribute to a co-ordinated and cohesive information management strategy.
- Undertake other duties as directed within Information Management.

KEY SELECTION CRITERIA

Qualifications and Experience

Essential

- Tertiary degree in information technology, computer science or computer systems engineering discipline, or relevant Industry experience
- At least 3 years' proven experience in a Process Analyst, Business Analyst, Service Management Analyst, Continuous Improvement, or equivalent role (preferably within ICT and/or complex program environments).
- Demonstrated experience mapping, analysing, improving, and documenting business/ICT processes, leading to successful implementation of sustainable ways of working and/or ICT solutions.
- Experience producing process maps and analysis artefacts (e.g., SIPOC, RACI), procedures/work instructions, requirement traceability, business cases, operational readiness/checklists, and test plans as required.

Desirable

- Experience working in the Healthcare industry.
- Prior experience working on and/or delivering major health service redevelopment programs (e.g., Ballarat Base Hospital Redevelopment (BBHR))
- Working knowledge of ITSM, M365 Products, Integration engine, cloud offerings/solutions and emerging technologies.
- Work collaboratively with the BBHR program team and undertake assigned tasks as directed.
- Experience applying recognised analysis and improvement frameworks (e.g., BABOK®, Lean, Six Sigma, ITIL practices, and/or process governance).
- Advanced Excel and Visio skills
- Knowledge and experience in using documentation and management tools, such as Jira, confluence, and Microsoft Power BI.

Work Environment

- Work on-site with the ability to work flexibly if required.
- Availability to travel to other GH and partner sites as required.

Personal attributes

- Excellent attention to detail, with demonstrated high level analytical, conceptual, and problem-solving skills.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose, and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols, and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status.

Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.