

**Position Title:** ICT Transition Manager – 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](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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 planning, coordinating, and delivering the safe transition of ICT services, infrastructure, and digital solutions into operational use.

The ICT Transition Manager works closely with Digital Health teams, the BBHR program team, Grampians Health stakeholders, and delivery partners to translate project deliverables into an executable transition plan, ensuring ICT, business and clinical readiness for go-live and continuity of services during change.

Under the guidance of the ICT Infrastructure Program Manager, the position is responsible for defining transition scope, coordinating cutover and deployment activities, managing dependencies, supporting operational acceptance, and partnering with change, training, service management, and technical teams to embed new or changed ICT services 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 ICT Transition Manager coordinates transition planning and execution activities (including cutover, operational readiness, and early life support) to enable a safe and controlled 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**

### **Transition Planning, Cutover & Go-Live**

- Develop and maintain an integrated ICT Transition Plan for BBHR deliverables, including transition scope, milestones, dependencies, resource requirements, and acceptance criteria.
- Establish and run transition governance (e.g., transition workstream cadence, RAID management, decision logs) and provide clear status reporting to program leadership.
- Coordinate cutover planning, rehearsals, and execution across multiple technical and operational teams, ensuring minimal disruption to clinical and business services.
- Define and coordinate go-live readiness activities, including deployment readiness, site readiness, service desk readiness, communications, and operational acceptance.
- Work with Service Management to ensure service introduction activities are completed (e.g., service catalogue updates, support models, SLAs/OLAs where relevant, knowledge articles, escalation paths, and on-call arrangements).

- Plan and coordinate Early Life Support (hypercare), including monitoring, defect triage pathways, issue resolution coordination, and transition to BAU support.
- Coordinate operational handover and ensure artefacts are complete and approved (e.g., runbooks, support guides, as-built documentation, asset/CMDB updates where applicable).
- Identify transition risks, issues, and constraints (including safety and operational impacts) and drive mitigations, contingency planning, and go/no-go recommendations.
- Partner with Change and Training teams to align communications, training readiness, floor support, and stakeholder engagement to transition milestones.
- Support testing and commissioning activities from a transition perspective (e.g., operational scenarios, integrated end-to-end workflows, defect triage readiness, and cutover dependencies).

### **Teamwork**

- Collaborate with Digital Health, Clinical, and operational stakeholders, OCx, and delivery partners to coordinate transition activities, manage dependencies, and resolve blockers.
- Work collaboratively with project streams (applications, infrastructure, cyber, integration, service management, change and training) to deliver coordinated cutover, go-live, and early life support outcomes.
- Facilitate clear, timely communication with stakeholders, ensuring transition impacts, cutover windows, readiness expectations, and support arrangements are understood.

### **Planning & Documentation**

- Maintain and produce transition documentation and artefacts, including transition and cutover plans, runbooks, readiness checklists, operating model/support documentation, service introduction packs, and lessons learned.

### **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 ICT transition, service transition, cutover/go-live management, operational readiness, or equivalent roles (preferably within healthcare and/or complex program environments).
- Demonstrated experience developing and executing transition and cutover plans, coordinating multi-team deployments, and handing over services to operations (including early life support/hypercare).
- Experience producing transition artefacts (e.g., cutover plans and runbooks, readiness/acceptance checklists, support models, training and communications inputs, RAID logs, and post-implementation reviews).

#### **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 and service introduction, M365 products, identity and access management, integration platforms, and cloud offerings/solutions.
- Demonstrated experience coordinating go-live readiness activities with clinical and operational stakeholders, including communications, training alignment, floor support planning, and hypercare.
- Experience applying ITIL practices (particularly Service Transition / Service Validation & Testing / Change Enablement) and operational readiness frameworks.
- 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.