# Position Description

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| **Position title** | Business Application Analyst |
| **Department / Division** | ICT Business Applications/ Corporate Services |
| **Classification** | Grade 6 Year 1 – Grade 6 Year 5<br>(AO61 – AO65) |
| **Position reports to** | Team Lead Business Applications |
| **No. of direct & indirect reports** | N/A |
| **Location** | The Royal Children's Hospital, Flemington Road, Parkville |
| **Risk category** | Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently |

| **The Royal Children's Hospital** |
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| The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.<br><br>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.<br><br>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.<br><br>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.<br><br>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.<br><br>Further information on RCH is available at www.rch.org.au |

## ROLE PURPOSE

The Business Applications Analyst HR Systems is a Subject Matter Expert (SME) role that provides first level support and maintenance of the RCH's HR Systems (including but not limited to); RosterOn, SAP Payroll, MyDNA (SAP Fiori), SuccessFactors & XRef.

The role is responsible for ensuring the HR / payroll system is compliant with all relevant industrial agreements and legislation by liaising with the software provider and HR team in a timely and efficient manner. The role will perform all HR system upgrades including coordination of required testing to ensure there are no anomalies before the system moves into production. You will also be responsible for HR/payroll process improvement and the provision of regular ad hoc reports to support HR functions.

## KEY ACCOUNTABILITIES

**Application Administration / Customer Service**

- Provide first level support and management of the HR systems
- Work closely with HR team to provide reporting and analysis to support key initiatives such as workplace planning, absenteeism, succession planning, etc.
- Develop and maintain issue register for all HR systems issues and changes.
- Provide assistance where required for audits and ad-hoc reporting as required.
- Provide technical support and advice in the maintenance and support of the organisations HR and payroll systems encompassing areas such as salary and wage payments, deductions, and other related processes.
- System subject matter expert for system project implementations, including upgrades and system changes.
- Regular data integrity checks and audits will also be required to ensure accuracy.
- Ensure the system is compliant with all relevant industrial agreements and legislation e.g. salary and wage payments, leave accruals, superannuation settings and other employee terms and conditions, by liaising with the software provider and HR and payroll teams in a timely and efficient manner.
- Creating and maintaining organisational structure in SAP including security roles.
- Responsible for the development and ongoing maintenance of communication material, user procedures, guidelines, user manuals to train end users.
- Monitor data integrity to ensure accuracy of HR and payroll data.

**Stakeholder Engagement**

- Establish and maintain strong stakeholder relationships with the RCH users.
- Change management – support, train and communicate with internal and external stakeholders.
- Customer service – provide responsive and supportive service under a demanding workload.
- Work closely with ICT staff to meet system requirements.

**Teamwork**

- Collaborate effectively within cross-functional teams to achieve shared goals and project milestones.
- Contribute actively to team discussions, offering valuable insights and ideas to drive innovative solutions.
- Foster a positive team environment by promoting open communication, respect, and a supportive attitude.

- Share knowledge and expertise with team members, enhancing overall skill levels and promoting continuous learning.
- Work collaboratively on joint projects, demonstrating flexibility to adapt to changing team priorities and tasks.
- Participate in team-building activities and initiatives to strengthen cohesion, morale, and overall team dynamics.
- Support and model the RCH values and Compact.

## QUALIFICATIONS AND EXPERIENCE

**Essential:**

- Tertiary qualification in related field along with 7 years of equivalent experience in HR systems.
- Extensive experience as a system administration.
- HR systems including but not limited to:
    - RosterOn, SAP payroll, MyDNA (SAP Fiori), SuccessFactors and XRef.

**Desirable:**

- An understanding of the healthcare sector.
- Cloud computing knowledge, especially with Software as a Service (SaaS) related technologies
- Formal training/certificate in Systems Administration in SAP or similar HRIS applications.

## KEY SELECTION CRITERIA

- Demonstrated experience working in a 24 x 7 support environment.
- Excellent problem-solving skills with an ability to solve complex technical problems through sound and methodical troubleshooting.
- Demonstrated experience as a Subject Matter Expert (SME) in HR business applications in the health care sector.
- Demonstrated experience in managing application upgrades and the associated tasks and business engagement requirements.
- Demonstrated face-to-face customer engagement skills with an ability to explain technical procedures in business terms so that customers understand.
- Demonstrated experience in the ability to translate business problems to technical solutions.
- An ability to effectively prioritise tasks and successfully problem solve and trouble-shoot issues.
- Strong customer service ethic with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers.
- Ability to work autonomously.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical innovative solutions to problems and provide advice in area of expertise.
- Demonstrate and practice a high level of attention to detail.
- Desire to enhance the effectiveness of team by documenting solutions and tasks, to simplify workflows.

## OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children Check throughout their employment.

- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g., wearing glasses) while undertaking hospital duties (If applicable)

**IMPORTANT INFORMATION**

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

**RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

**QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

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| **Position description last updated** | **October 2024** |