

Position Description

Position title	Senior Business Analyst – Rostering System
Department / Division	Corporate Services Transformation / Corporate Services
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Project Lead - Rostering System Implementation
No. of direct & indirect reports	Nil
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
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. 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. 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/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Corporate Services portfolio at RCH encompasses enabling functions that support the hospital's operational and strategic objectives. The Director Transformation leads digital and operational transformation initiatives, including the transition from RosterOn to Optima – the organisation's new workforce management platform. The Senior Business Analyst sits within the Optima project team, reporting to the Project Lead. The role is integral to ensuring Optima is configured to meet RCH's rostering, time and attendance, and business process requirements, and that all departments are well supported through the transition from RosterOn.

ROLE PURPOSE
The Senior Business Analyst is responsible for leading the business analysis workstream for the RosterOn to Optima transition at RCH. The role will sit within the Rostering System Implementation Project Team within the Corporate

Services portfolio, will work with operational teams, the Optima vendor, People and Culture, and the broader project team to document current-state rostering processes, define the future-state operating model, and ensure Optima is correctly configured to meet RCH's business and legislative requirements.

The Senior Business Analyst will play a central role in data analysis and cleansing, process documentation, user acceptance testing, and supporting business readiness activities across all rollout groups.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Document and agree on the 'To Be' state processes with user groups, ensuring sign-off from key stakeholders prior to system configuration
- Work in close collaboration with the Optima System Administrator, Rostering SME, Change Manager, and Optima vendor to implement and embed the new operating state
- Assist with business readiness preparations and support each department through rollout phases
- Provide guidance to each area to ensure they understand new processes and the Optima system, supporting end-user confidence and adoption

Administration

- Review and document current business processes associated with rostering, time and attendance across all impacted departments
- Document user instructions, process guides, and standard operating procedures to ensure business processes are implemented successfully
- Work with operational teams to analyse current data and facilitate required data cleansing activities in preparation for migration from RosterOn to Optima
- Prepare project documentation, reports, and analysis to a standard suitable for Project Lead and Steering Committee review

Quality

- Ensure compliance with required business practices as per legislative requirements, including Enterprise Bargaining Agreements and Award obligations
- Assist with testing new processes and system configuration to ensure Optima meets RCH requirements, including participation in user acceptance testing

Leadership / Strategy

- Work with operational teams to refine and improve processes to better meet RCH business needs and leverage Optima's functional capabilities
- Identify internal process improvement initiatives to leverage the full functional capabilities of Optima

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in business process analysis, including mapping and documenting business processes using tools such as Visio or equivalent
- Demonstrated ability to document processes, user manuals, and standard operating procedures to a high standard
- Proven experience working in a project environment, including the ability to work to tight timelines and meet deliverables

- Strong communication and interpersonal skills with the ability to engage effectively with a broad range of stakeholders

Desirable:

- Tertiary qualification in Business, Information Technology, or a related discipline
- Experience in the use of Rostering and Time & Attendance systems, particularly Optima or RosterOn
- Experience in Award and Enterprise Bargaining Agreement interpretation
- Experience in a healthcare environment would be highly regarded

KEY SELECTION CRITERIA

- Demonstrated experience in business process analysis, including the mapping, documentation, and improvement of end-to-end business processes
- Demonstrated ability to build and maintain effective working relationships with key internal and external stakeholders across a complex organisation
- Strong communication and problem-solving skills in a fast-paced project environment
- Proven ability to work to tight deadlines and manage competing priorities
- Ability to transfer knowledge and support other team members and end users throughout the implementation lifecycle
- Knowledge of rostering systems, workforce management practices, and/or Award interpretation is highly desirable

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
- 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)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

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.

Position description last updated

July 2026