Cluster	NSW Health
Agency	Health Infrastructure
Division/Branch/Unit	Asset & Project Advisory
Location	St Leonards
Classification/Grade/Band	Health Manager Level 4
Date of Approval	Aug 2021
Agency Website	**www.hinfra.health.nsw.gov.au** and **www.health.nsw.gov.au**

Agency Overview

Health Infrastructure was established in 2007 as the capital delivery agency of NSW Health for projects over $10 million. Today, Health Infrastructure plans and delivers sustainable and innovative infrastructure and asset management solutions to meet the health care needs of NSW communities now and into the future. We are leading the largest health capital works program in Australia, collaborating with our Local Health District/Network customers, with government more broadly and with industry to transform public health facilities across NSW. In doing so, we contribute long term economic and social benefits to NSW communities.

Our people are united by our CORE values of Collaboration, Openness, Respect and Empowerment. We behave with integrity, treat others how we would like to be treated and are trusted advisors to our customers in the Local Health Districts and Networks across NSW. We pride ourselves on our positive organisational culture and are committed to building a diverse, inclusive and flexible workforce.

Primary Purpose of the Role

To provide AFM Online (IBM Tririga) expert advice, acting as an interface between Tririga specialists, eHealth and the HI Asset Management team to align AFM Online functionality with state-wide asset management operational business processes.

This role will primarily support state-wide asset management business process development, AFM online functional assessment and identification and implementation of enhancement opportunities.

The role is part of The HI Maintenance Capability team which supports all NSW Health Entities in building maintenance capability through adoption of the NSW Health Asset Management Framework supported by AFM Online. This capability is being delivered through a comprehensive business improvement program, with the view of baselining and uplifting maintenance capability across process, system and people.

Key Accountabilities

- Provide expert advice, information and recommendations to stakeholders on technology issues, challenges and opportunities to support innovative transformation programs and alignment with broader Asset Management objectives.

- Interpret and translate high-level business requirements, solution design and user requirements into quality specifications and product developments (including configuration and integration) to meet suitable business requirements and design.

- Proactively identify critical business requirements, issues, risks and opportunities and design creative functional solutions for customers and key stakeholders for optimal business outcomes.

- Prepare functional and technical requirements documentation and other appropriate project documentation according to governance standards using a broad range of engagement techniques including, data and systems analysis, requirements workshops, site visits, process descriptions, use cases, scenarios, business analysis, task and workflow analysis, and/or viewpoints, with simple, clear, unambiguous and concise language.

- Consult extensively with key stakeholders across the organization to understand their specific needs, gather information and analyse their specific requirements; undertake qualitative and quantitative research to identify trends and assist with determining business priorities.

- Develop and maintain strong relationships with stakeholders, including Local Health District / health entity financial executives, eHealth and executive responsible for relevant area.

- Contribute to the knowledge base, reference guides and 'Help' content including the development of templates, business guidelines and methods to support business processes, AFM Online and assist users with asset management business processes.

- Manage external consultants and subject matter experts in the realisation of HI project plans and objectives.

Key Challenges

- Dealing with multiplicity of complex issues and imperfect information to be considered in arriving at an appropriate course of action, whilst managing competing demands of parallel program deliverables, timeframes and interdependencies.

- Translating complex technology or system related topics, issues or requirements into simple, audience specific explanation.
- Keeping abreast of current and emerging best practice in asset maintenance practices, reducing technical complexity where significant technical interdependencies exist and operating in an environment with varying levels of technical and process maturity.

Key Relationships

Who	Why
Internal	
Manager	• Receive advice and report on progress towards business objectives and discuss future directions and provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions. • Facilitate discussion that will support evidence-based decision making to balance cost, risk and performance.
Stakeholders	• Provide expert advice and support. • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues.
External	
Health Entities including local health districts	• Facilitate health entity business process improvement by maintaining effective, collaborative relationships with Health entities.
eHealth	• Engage in, consult and negotiate the development, delivery and evaluation of projects or services.

Role Dimensions

Decision making:

The position holder is accountable for the quality, timeliness and integrity of analysis and advice provided.

Identifies changing priorities and makes recommendations based on analysis and evidence.

Reporting line:

Reports to the relevant Senior Program Director / Program Director.

Direct reports:

Nil (reports on external consultants and subject matter experts).

Budget/Expenditure:

Nil

Essential Requirements

• Relevant qualifications in Information technology, finance or other business disciplines and/or extensive experience as an application specialist in a complex service environment, preferably working with enterprise asset management systems.

I work FOR NSW

Key knowledge and experience

- Extensive skills and experience in systems development lifecycle, process mapping and process re-engineering.

- IBM Tririga or relevant enterprise asset management information system.

- Experience managing the interface between system users and system developers.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

I work FOR NSW

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced

I work FOR NSW

	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Advanced
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept

I work FOR NSW

Health Infrastructure Vision and CORE Values

'Together we will deliver future focused outcomes for the health system.'

Collaboration	Openness
- We share **knowledge**, information and lessons learnt. - Spend time to reflect and support others. **Engagement** with our external stakeholders and suppliers. - Work as **one team** to achieve desired outcomes. - Induct and **welcome** all.	**Communicate** clearly and transparently. - Act in a way to encourage **alternative** views and opinions. - Provide **constructive** feedback in an appropriate manner. - Actively **listen** to others in all meetings and communication. **Engage** with others and be courteous.
Respect	**Empowerment**
Acknowledge and respect all stakeholders - internal and external. **Respect** other points of view and allow others to speak. - Demonstrate **awareness** and equity for all. **Consider** the impact of behaviour on others – "it's not ok". **Celebrate** success, provide **recognition** and appreciation.	- Demonstrate **leadership** and encourage people to grow. - Encourage decision making and **delegation** to support. - Provide **clarity** of role and feedback on performance. **Trust** and support to follow agreed processes. **Recognise** skills and knowledge of staff.

I work FOR NSW

Acknowledgements

Incumbent

*I confirm that I have read, understand and agree to the expectations and requirements for the **Lead Functional Business Analyst** position.*

Name:

Signed:

Date:

Line Manager

Name:

Signed:

Date:

I work FOR NSW