

Position Description

Position Title:	Lead – Business Systems		
Reports to	Manager Strategic Commissioning & Reporting		
Direktorate:	Strategic Operations		
Business Unit	Strategic Commissioning & Reporting		
Number of Direct Reports	Nil	Budget Responsibilities	Nil
EMPHN Classification	Band 4		

Approved by:	James Scott, Executive Director Strategic Operations	Date:	13/05/2019
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About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.

Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

Eastern Melbourne PHN (EMPHN) is responsible for multiple activities, projects and programs with the majority of funding derived from the Department of Health to facilitate health system improvement for people in eastern and north eastern Melbourne.

The role of the Lead – Business Systems is to provide strategic advice and direction to the Manager, Strategic Commissioning, Planning and Reporting and the EMPHN executive on appropriate Information Technology (IT) systems and applications to support the commissioning process and to ensure the effective implementation of new information software systems across the organisation. Key responsibilities include:

1. Technical Delivery:
 - a. Coordinate and manage the roll out of new information software solutions across business units
 - b. Administer and configure the SharePoint System (Intranet and Document management); and
 - c. Manage the IT hardware and setup within the EMPHN Box Hill office

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2. Business Analysis – provide strategic advice on the EMPHN IT roadmap as well as new and emerging IT systems, software and applications that will support business units to undertake commissioning activities that will allow for appropriate data collection and reporting
3. Strategic Relationship management – Actively manage externally provided managed support services to ensure EMPHN receiving value for money and excellent service
4. IT Optimisation - provide training, policies, manuals and tools for internal staff to better utilize existing and new software applications

Key Relationships and Stakeholders

- All staff in their role as users of IT equipment and software
- Executive Director Strategic Operations as Executive sponsor
- Manager Strategic Commissioning & Reporting as the responsible manager
- Managed Service Providers and other technology providers

Accountabilities

- Advise on, and develop a plan for new systems, software and applications that will improve business operations and meet the needs of the commissioning process, particularly future data collection and reporting needs
- Assist with the roll out of new software and applications including staff training and set up
- Administer and configure the SharePoint system (Intranet and Document management) including:
 - managing user accounts, creating forms and reports and ensuring quality control of data is maintained at all times
 - working with the Manager, Strategic Commissioning, Planning and Reporting to re-design SharePoint to ensure that it is user friendly and to implement better data quality control mechanisms
 - working with the Manager, Strategic Commissioning, Planning and Reporting to develop user guides and train staff to use the system in line with relevant policies, regulations and standards
 - being the internal point of contact for system support for suppliers and contracted service providers who use our systems
- Actively manage contracts with Managed Service Providers (MSP) to improve service provision and value for money from these services
- Actively engage with the business and MSP's to ensure the security of all data and systems
- Develop and / or identify appropriate training guides and user guides as required to optimise use of technology within the organisation
- Work with the Human Resources team to ensure IT software and hardware is appropriately assigned to all current and new staff members
- Assist in the identification of data collection and reporting requirements, including integrity of data, and in the development of data plans
- Through education and awareness building, strengthen the digital culture of the organisation
- Coordinate hardware changes, including any IT hardware changes relating to new starters and exiting employees

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps
- Participate in regular team meetings and other organisational and stakeholder meetings as required
- Proactively engage with other business units to assist with better utilization of software applications

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Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of Leadership, Collaboration, Outcomes and Understanding
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment
- Take all reasonable care for your own and other's Health and Safety
- Take a proactive approach to EMPHN health and safety initiatives

Qualifications

- Relevant qualifications in Information Technology

Knowledge, Skills & Experience

Technical Skills and Experience

- Strong stakeholder engagement skills:
 - demonstrated high level of experience in managing external contractors to improve service delivery
 - experience in training staff in the use of new software and applications
- High level of expertise developing IT roadmaps and planning IT system and software requirements at the organisation level
- Demonstrated project management and organisation skills with the ability to multitask, be flexible, adaptive and innovative in the achievement of objectives
- Strong experience in and understanding of SharePoint design administration
- Experience in data base management and an understanding of databases including SQL Server, Microsoft Dynamics CRM and Microsoft Reporting Services
- Well-developed conceptual, analytical and problem solving skills

Personal Qualities

- A high level of interpersonal skills and the ability to liaise effectively with a wide range of internal and external contacts at a variety of levels
- Well-developed organizational and time management skills
- Ability to work independently with indirect supervision
- Adaptability to a changing environment
- Pride in all aspects of work and presentation