The Royal Melbourne Hospital

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Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team
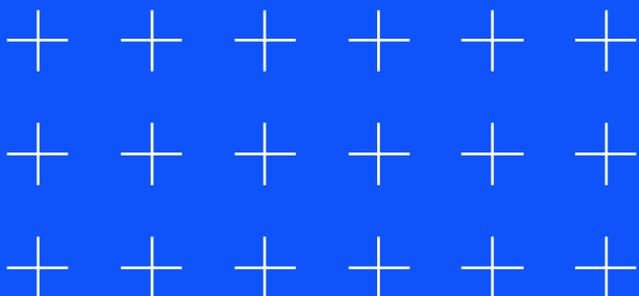
Position Description

People Systems Business Analyst

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care

2. Grow our Home First approach

3. Realise the potential of the Melbourne Biomedical Precinct

4. Become a digital health service

5. Strive for sustainability

Position Description

Position Title:	People Systems Business Analyst
Service:	People, Culture & Communications
Location:	The RMH Elizabeth Street
Reports To:	Director, People Systems & Technology
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	Grade 3 (HS3–HS25, based on experience)
Employment Status:	Fixed Term, Part Time
Immunisation Risk Category:	Category C
Date of Review:	February 2026

POSITION SUMMARY

The People Systems Business Analyst supports the design, optimisation and delivery of workforce system improvements across RMH-supported people platforms, with a primary focus on SAP SuccessFactors.

This role maps current-state and future-state workforce processes (including upstream/downstream handoffs), identifying opportunities to simplify experience, improve data quality and reduce manual effort across People & Culture operations.

Partnering closely with People Systems team members, the role translates stakeholder needs into clear requirements/user stories, acceptance criteria and implementation-ready documentation that supports configuration, workflow and user experience enhancements.

The role builds and maintains operational and management reporting (SuccessFactors and Power BI), including dashboards, metrics and exception reporting that support data-informed decision-making, controls and governance.

The role manages pay structure and workforce data updates in SuccessFactors based on guidance from Payroll Systems and Workplace Relations, ensuring effective dating, validation, documentation and audit trails.

The role supports release readiness and change delivery through structured testing and cutover support, including maintaining reusable regression test assets and coordinating user acceptance testing.

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Map current-state vs future-state for workforce processes, including upstream/downstream system integrations and handoffs.
- Work with subject matter experts and stakeholders to define clear requirements/user stories and acceptance criteria for business rules, workflows, approvals and user experience improvements.
- Build, maintain and continuously improve operational and management dashboards and reports in SuccessFactors and Power BI to support data-informed decision-making.
- Contribute to data quality and governance by designing and monitoring control approaches that prevent recurrence (e.g., quality checks, exception reporting and trend analysis).
- Partner with People Systems team members to deliver SuccessFactors release readiness activities, including release note review, impact assessment, prioritisation, and user acceptance testing coordination (scenarios, participants, entry/exit criteria and sign-offs).
- Support testing and cutover readiness for changes and releases, including maintaining a reusable regression test library and defined test data requirements, and coordinating defect management through to evidence-based closure.
- Contribute to the people systems roadmap, balancing business-as-usual improvements, roadmap initiatives and release-driven work.
- Facilitate prioritisation with stakeholders using clear value/risk/effort considerations, and prepare concise benefit summaries/decision notes to support approvals and sequencing.

- Implement pay structure updates in SuccessFactors based on enterprise agreement outcomes and guidance provided by Payroll Systems and Workplace Relations.
- Partner with Payroll Systems and Workplace Relations to confirm data requirements, mapping, effective-date rules, and downstream impacts, and to coordinate timing and deployment approach.
- Prepare and execute data loads/updates in SuccessFactors, maintaining documentation and audit trails, and completing pre- and post-deployment quality checks, regression tests and validation.
- Maintain awareness of legislative and industrial changes that may impact people systems or pay structures, and support agreed implementation activities in coordination with Payroll and People & Culture stakeholders.
- Contribute to organisation-wide and service/division initiatives and planning activities, and participate in HR and payroll-related projects and process improvements as required.
- Work collaboratively within the People Systems team, actively sharing knowledge and delivery artefacts to lift overall capability and delivery quality.
- Work closely with the People & Culture Business Analyst to align requirements, process design, reporting needs and change impacts across People & Culture operational teams.
- Liaise with vendor partners as required to support system enhancements, resolve issues, and coordinate outcomes aligned to governance and delivery priorities.

KEY RELATIONSHIPS

Internal

- People Systems & Technology team
- People & Culture operational teams
- People & Culture Business Analyst
- Payroll Systems team
- Payroll Business Analyst
- Workplace Relations team
- Digital Innovation (IT) teams
- Operational leaders and managers
- RMH project teams

External

- Software vendors and implementation/support partners
- Sector networks / user groups
- Partner organisations supported through RMH people systems shared services
- External payroll and workforce technology partners (integration/data exchange).

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.

- Demonstrated experience as a Business Analyst supporting enterprise HR and/or payroll systems, with practical exposure to requirements gathering, process mapping and delivery in a complex environment

- Experience working with SAP SuccessFactors, including understanding how configuration, workflows, business rules and data structures support workforce processes

- Proven ability to translate stakeholder needs into clear requirements/user stories and acceptance criteria, including facilitation of workshops and documentation of current and future state

- Demonstrated experience building and maintaining reports and dashboards (e.g., SuccessFactors reporting and/or Power BI), including defining metrics and validating outputs with stakeholders

- Experience supporting data quality and governance activities (e.g., control checks, exception reporting, reconciliation and root-cause analysis to prevent recurrence)

- Strong testing capability: developing test scenarios, coordinating user acceptance testing, maintaining regression test assets and supporting evidence-based sign-off

- Ability to implement pay structure updates in SuccessFactors based on guidance provided by Payroll and Workforce Relations stakeholders, including effective dating, validation and deployment coordination

- Strong stakeholder management skills, with the ability to work across People & Culture teams, payroll stakeholders, operational leaders and Digital Innovation/IT teams

- Excellent written and verbal communication skills, including the ability to produce concise decision notes/benefit summaries and maintain clear documentation and audit trails

- Highly organised and able to manage competing priorities across business-as-usual improvements, roadmap items and release-driven work

Desirable:

- Experience working with IT service management practices and service delivery platforms (e.g., ServiceNow), including intake, triage, workflow design, and continuous improvement.

- Experience working in healthcare, government, or another highly regulated, high-volume environment.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values and participation in and satisfactory feedback through the annual performance review process

- Achievement of portfolio-specific KPI targets (such as reporting delivery, release readiness milestones, roadmap progress and data quality outcomes)

- Delivery of clear requirements/user stories and acceptance criteria that enable efficient build, testing and implementation with minimal rework

- Successful implementation of pay structure updates in SuccessFactors (effective dating, validation, audit trail/documentation, quality checks, and stakeholder sign-off)

- Delivery and upkeep of operational and management reports/dashboards that are accurate, trusted and used by stakeholders

- Effective coordination and support of user acceptance testing and regression testing, with appropriate evidence captured for sign-off

- Timely contribution to release readiness activities

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - o As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- **First Nations Commitment**
  - o We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- **Child Safe Standards**
  - o RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- **Equal Opportunity and Accessibility**
  - o We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- **Thriving Together**
  - o Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

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Employee Signature

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Employee Name (please print)

_____

Date