

1. General Information

Position Title:	Data Business Analyst
Division/Department:	Group Strategy
Position Reports to:	Director, Data and Decision Support
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not applicable
Location:	Epworth Pelaco, 21 Goodwood Street Richmond
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	n/a n/a
Key Relationships - internal and external	1. Business Stakeholders, Reporting Analysts, Data Governance 2. Wider Strategy and Performance Team, Hospital Executives, Hospital Operations team, IT, project teams

2. Overview of Epworth HealthCare

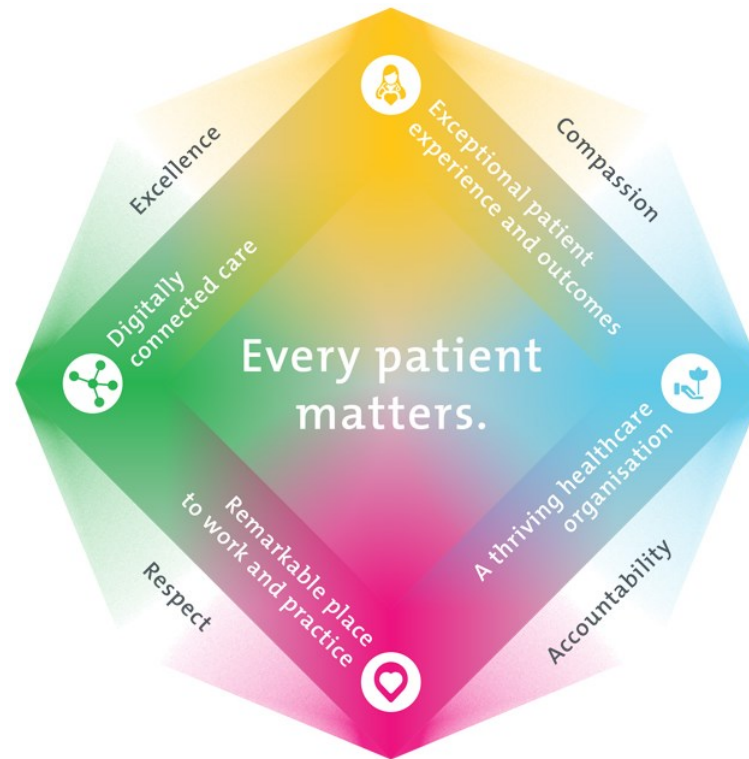
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Data Business Analyst position provides an exciting opportunity to work closely with business and technical teams to deliver solutions that are aligned to Epworth's strategic objectives. This role will support Epworth's transition to a Data Driven Business and will be responsible for analysing, documenting, designing and delivering data solutions that achieve business outcomes and enhance user experience.

The Data Business Analyst will work with business stakeholders to understand their pain points and opportunities and define the problem to be solved. They will leverage their understanding of business drivers, priorities and strategies to build detailed business and technical requirements documents and prioritise and sequence deliverables.

This business knowledge, coupled with a strong understanding of the overall data architecture and guiding solution design principles will be critical to ensure both business and data considerations are met.

They work closely with Reporting Analysts, who transform their requirements into dashboards and reporting that addresses the business' requirements, and Data Governance, to surface and align on business terms, data, metrics and KPIs.

They will be a key member of an agile team, and will be required to support strategy development, business planning and project management support as required.

Reporting to the Director, Data and Decision Support, this role will involve considerable communication and collaboration with key stakeholders, Executive Sponsors, and fellow project team members.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.

Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	Success measures
Business Analysis - Plan approach to Business Analysis including stakeholder identification, techniques to extract requirements & template requirements - Elicit requirements, user stories and personas through communicating and liaising with stakeholders to understand their needs, requirements, challenges, and objectives. - Gather, document, and analyse requirements for new reports, systems, dashboards or improvements using Epworth templates - Validate requirements to ensure alignment and technical constraints are identified and worked through - Produce requirement documentation including user stories, use cases, process flow diagrams, data models, interface models, business requirement documents, requirement traceability matrix, functional requirement specification and system requirement specifications - Work with the business to analyse requirements, define and validate prioritization and inter-dependencies, and deliverables - Work with business and Data Governance to define business rules, metrics and KPIs - Develops test cases based on user requirements / expertise	- Stakeholder Engagement & Participation - Timeliness of Documentation - Accuracy & usefulness of Business & Technical documentation
Solution Analysis, Design & Planning - Engagement and consultation with Business Users, IT and Reporting Analysts to understand the current state of solutions including key metrics, architecture, integrations, pain points and opportunities. - Support the definition of the solution, user experience aspirations, user stories, solution options and recommended next steps.	- Project deliverables support the business to realise expected benefits - Projects deliverables are clearly articulated and communicated to various stakeholders

Position Description



• Translate business needs into clear, actionable requirements for Reporting Analysts, and work with them to design the solution • Ensure solutions are designed to meet the business objectives and goals whilst aligning to IT guiding design principles. • Develop solution roadmaps that consider key business strategies • Define Business Cases including business drivers, options, cost and benefit modelling. • Develop wireframes and prototypes to help communicate the vision	• Project deliverables are prioritised in alignment with business value, with benefits exceeding costs
Solution Development & Project Delivery • Work within Project Management Methodologies & Frameworks, including Waterfall & Agile. • Where relevant, work with Project Managers / Business Stakeholders to define project scope, ensure understanding of what is in and out of scope, expected deliverables, acceptance criteria, constraints and assumptions. • Support work required to successfully pass through all relevant project gates. • Support delivery of technology solutions in conjunction with project team(s). • Involvement in testing all solution aspects including, but not limited to user acceptance, security, performance & integration.	• Projects leverage Epworth processes and documentation • Projects are efficiently managed and delivered on time • Holistic product backlogs are maintained and used to support planning & prioritisation
Stakeholder Engagement & Training • Provide training and documentation for business users. • Educate stakeholders on data usage and reporting tools. • Support overall increase in data literacy at Epworth • Deliver effective and open communication with key stakeholders on project progress and blockers • Collect UAT feedback from stakeholders and work with Reporting Analyst to ensure solution is fit for purpose	• Training is effective, with outputs embedded in the business • Documentation is accessible to users • Stakeholders are effectively engaged and collaborated with
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

• Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Tertiary qualification in business, data or related discipline • Business System Analysis related qualifications or equivalent work experience
Previous Experience	• Technical Data Exploration – Demonstrated ability to independently explore and validate data sources using SSMS and cloud data platforms such as GCP BigQuery, including reviewing table structures, relationships, data lineage, and data quality to support data scoping, reporting analysis, requirements gathering, and technical documentation. • Business Analysis & Health Industry Expertise – 3+ years in business analyst roles, with a strong background in healthcare • Hospital Performance & Industry Knowledge – Deep understanding of health organizations and key performance drivers • Stakeholder Collaboration – Proven ability to work with business leaders to drive improved outcomes • Analytics & Strategic Development – Skilled in working with data teams to enhance organizational capabilities and align with strategic goals • Dashboard development – Experience designing and delivering dashboards and reporting will be highly regarded
Required Knowledge & Skills	Essential • Business Analysis & Process Improvement – Skilled in requirements gathering, process mapping, and test planning • Project & Agile Methodologies – Familiar with project lifecycles, MVP development, and continuous delivery • Strategic & Analytical Thinking – Strong data analysis, business case development, and prioritisation skills • Communication & Stakeholder Engagement – Effective at influencing, training, and presenting insights to non-technical audiences • Healthcare & Operational Expertise – Knowledgeable in healthcare terminology, performance drivers, and industry best practices

Position Description



	• Problem-Solving & Decision-Making – Critical thinker with consulting skills to help teams leverage data effectively • Technical Proficiency – Experienced in Microsoft suite, solution design, system enhancements, and tool deployment • Adaptability & Leadership – Thrives in dynamic environments, prioritising tasks while maintaining flexibility
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	• Strong management, interpersonal, and organizational abilities • Skilled in problem-solving, decision-making, and lateral thinking • High-level analytical, conceptual, and data interpretation capabilities • Professional work ethic, self-motivated, and responsible for ongoing development • Committed to patient safety, clinical quality, and risk reduction • Enthusiastic, energetic, and passionate about the role • Flexible, adaptable, and able to prioritise under pressure • High level of emotional maturity, integrity, and judgment • Strong communication and stakeholder relationship management • Dedicated to customer service, continuous learning, and quality improvement • Able to function effectively in dynamic environments with shifting priorities • Practices within the Epworth HealthCare Values & Behaviour

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
09/07/2025	July 2027	Group Director – Strategy

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Position Description

