

Position Description

Position title	Administration Lead
Department / Division	Neurology, Division of Medicine
Classification	Grade 4 Level 1 – Grade 4 Level 5 (AO41 – AO45)
Position reports to	Director Neurology
No. of direct & indirect reports	3 FTE
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 A world where all kids thrive. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. 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 Department of Neurology comprises SMS, Fellows, CNCs, AH, medical scientists and administrative staff. Our vision is to be leaders in child neurology, providing high-quality, compassionate, evidence-based neurological care that empowers children and families to reach their full potential.

The Administration Lead will provide leadership across administrative, operational and people management areas, supporting the HoD with setting the strategic direction of the department, aligned with our mission statement and values.

ROLE PURPOSE

The Neurology Administration Lead is responsible for operational and administration functions to ensure the efficient and effective operation of the service, within a complex multidisciplinary team environment. The Neurology Administration Lead will work collaboratively with the Head of Department, relevant business partners, and ancillary departments and will support the Departmental Director of Neurology, in the oversight of patient access, quality, safety, and sustainability. The role includes direct line management of the Neurology administration team and supports the Chief Neurophysiology Scientist with the administrative requirements of the clinical neurophysiology service.

KEY ACCOUNTABILITIES

Administration & Operations

- Oversee the day to day operational and administrative activities of the Neurology department, promoting efficient workflows and processes to support high quality service delivery.
- Provide dedicated support to the Departmental Director coordinating administrative workflows and contributing to the development and refinement of systems to improve team effectiveness.
- Deliver secretariat support for meetings, including scheduling, agenda preparation, minute-taking, and distribution of outcomes.
- Support the preparation and annual reporting of RCH Foundation grants.
- Maintain process documentation for the administrative team.
- Coordination of workflows that promote efficiency to ensure optimal outputs.
- Back up of secretarial team in answering phones and responding to emails when workloads are high.
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms.

Leadership

- Support the Director of Neurology to ensure accountability for the operational and HR leadership of a complex multidisciplinary team, in collaboration with the Head of Department, Division of Medicine Specialty Units General Manager, HR partners, and RCH Payroll Services.
- Build and maintain strong relationships with internal teams (e.g. People & Culture, IT, Finance, Procurement).
- Foster a culture of continuous improvement and innovation across the department.

People Management

- Provide direct line management and supervision of the Neurology administration team.
- Lead the recruitment process for appointments under Neurology, create position descriptions and job ads, initiate recruitment requests, coordinate recruitment panels, complete referee checks, request contracts and develop orientation schedules.
- Actively manage and encourage excellence in teamwork within the administrative team.
- Oversee HR functions including employment variations, payroll coordination, leave management, and workforce planning.
- Monitor and report on mandatory training compliance.
- Participate in annual performance reviews and professional development.

- Ensure compliance with leave management in line with RCH procedure.

Sustainability & Financial Administration

- Work collaboratively with the Departmental Director and Finance Business Partner to support accurate and timely financial reporting.
- Ensure financial records are well-organised and accessible to support planning, compliance, and decision-making.
- Liaising with billings and payroll to ensure timely, efficient, and accurate payment of neurology department invoices.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field along with relevant industry experience or a minimum of 2 years of experience in a similar role with the ability to work well as a senior team member.

Desirable:

- Previous experience within a hospital or healthcare setting.
- Experience in a senior administrative role in a complex organisation.
- Ability to manage a complex program with multiple competing tasks.

KEY SELECTION CRITERIA

- Demonstrated active participation in team environments to support excellence in service delivery and collaboration.
- Proven ability to build strong relationships with internal multidisciplinary teams and external stakeholders.
- Demonstrated ability to work with initiative, autonomy, and lead others in the pursuit of team goals.
- Proven experience administering HR processes and tracking schedules for a moderate sized team.
- Ability to organise and oversee day-to-day activities of staff within defined standards and timeframes.
- Proficient in Microsoft Office and office-based technologies.
- Excellent verbal and written communication skills.
- Highly developed attention to detail, strong organisational skills and the ability to manage competing demands.
- Skilled in handling confidential and sensitive information with discretion.
- Demonstrated proficiency in established administrative processes and commitment to continuous improvement.
- Capable of working under supervision and following routine direction when required.

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

November 2025