

Position Description

Position title	Business Manager
Department / Division	Centre for Health Analytics/Allied and Digital Health
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71-AO75)
Position reports to	Director, Centre for Health Analytics
No. of direct & indirect reports	Up to 2 FTE (direct)
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 to be a great children's hospital – delivering Great Care, Everywhere. 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 Centre for Health Analytics enables the vision of the RCH to become an internationally leading paediatric campus in the use of data to improve all aspects of patient care, operations, education, and research. The Centre for Health Analytics delivers data services to the Campus, enabling access to data and analytics support, builds data infrastructure and is building a data enabled workforce through a range of workforce development initiatives. Our vision being to unleash the power of data to improve health.

ROLE PURPOSE
The Business Manager supports the department of Centre for Health Analytics by taking a key role in leading the operations, administration, communication, vendor management, commercial/collaborative partnerships and related financial management functions. This position provides practical and sustainable solutions to ensure the department operates in an efficient manner. The Business Manager will work with the Director and managers to deliver communications, planning, reporting and analysis of department operations and project benefits.
KEY ACCOUNTABILITIES
Leadership / Strategy • Provide management support to all the Centre for Health Analytics leaders and actively create a culture of high performance and continuous improvement • Maintain key responsibility in the analysis and reporting on key performance indicators (KPIs) and service activity, providing recommendations that support the Director in managing the effective operational and financial performance of the Centre for Health Analytics. • Develop content and manage the digital communications channels for the Centre for Health Analytics (e.g. social media, intranet, website). Financial Management • Manage finances, invoicing, payroll and budget requirements, providing explanation for variables and solutions to ensure effective budget management, expenditure and revenue supporting key performance indicators and savings targets Quality • Create an environment of continuous improvement • Lead team member participation to ensure ongoing excellence in service delivery and teamwork • Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms and service delivery, consistent with the principles of continuous improvement People Management • Develop and foster a culture that encourages positive working relationships, a safe workplace, financial responsibility, innovation and productivity improvement • Support the end-to-end staff recruitment process, including development of position descriptions, management of approvals, advertising, on-boarding of new staff and off-boarding as required • Efficient management of HR and people related matters including employment variations, payroll, leave management and workforce requirements Stakeholder management • Development and maintenance of internal and external communications including contract management and coordination. • Work in collaboration with multidisciplinary team • Provide advice, guidance and support and ensure compliance with policy and procedures

- Foster collegiate relationships with external stakeholders. This includes vendors who provide services to the Centre for Health Analytics as well as domestic and international commercial and non-commercial collaborative partnerships that deliver projects of mutual benefit.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field and/or significant relevant industry experience
- Proven leadership experience in a team environment and ability to work well as a senior team member
- An understanding of the healthcare sector
- Experience in developing and maintaining strong engagement with internal and external stakeholders inclusive of vendor management and commercial and non-commercial partnerships in a complex multi-organisation environment.

Desirable

- Post graduate qualifications in management or health administration or equivalent

KEY SELECTION CRITERIA

- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to work with initiative, autonomy and lead others in the pursuit of team goals
- Excellent organisational and planning skills
- Excellent developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of internal and external senior stakeholders spanning industry, not for profit, public and research environments.
- Ability to handle confidential and sensitive information with discretion
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise
- Ability to prioritise workload and competing demands of team
- Strong understanding of how processes and techniques interact with other related functions

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 LGBTIQI community and people with disability.

Position description last updated

September 2026