

Position Description

Position title	Senior Administrative Manager
Department / Division	Medical Imaging department / Access and Clinical Operations
Classification	Grade 6 Year 1 – Year 5 AO61 – AO65
Position reports to	Director, Medical Imaging Department
No. of direct & indirect reports	N/A
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
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The Medical Imaging Department is a multimodality service that provides diagnostic imaging and interventional radiology to both inpatients and outpatients. Modalities include X-Ray, Ultrasound, Fluoroscopy, CT (Computed Tomography), MRI (Magnetic Resonance Imaging), Nuclear Medicine, PET (Positron Emission Tomography) and Interventional Radiology. With access to resources such as Child Life Therapy, sedation and general anaesthesia we can deliver the best care for our patients.</p>
ROLE PURPOSE
<p>The Senior Administrative Manager provides comprehensive administrative, logistical, and organisational support to the Director and Senior Management team of the Medical Imaging Department (MID), ensuring the timely delivery of strategic and operational goals, research initiatives, and programs critical to paediatric patient care. The role actively identifies opportunities for operational improvement, supports implementation of solutions, and assists with project coordination and change management activities. It ensures compliance with hospital policies, regulatory standards, and privacy requirements, while maintaining accurate records and preparing reports for internal and external stakeholders. The position liaises effectively across multidisciplinary teams and external partners, manages information flow, and supports financial and resource coordination where required. By exercising a high degree of communication competence, initiative, discretion, and confidentiality, the Senior Administrative Manager ensures the Director is informed and prepared on all relevant matters, contributing to the efficient and effective functioning of the department.</p>
KEY ACCOUNTABILITIES
<p>Stakeholder & Communication Management</p> <ul style="list-style-type: none"> • Lead the coordination and communication of departmental improvement initiatives and operational project timelines, ensuring clarity, alignment, and timely progress across all priority projects and new initiatives led by the Director and Senior Leadership Team. • Serve as the primary liaison between the department and key internal and external stakeholders, fostering collaboration and ensuring initiatives advance in a structured, strategic manner. • Create and maintain a customer-focused environment across multidisciplinary teams, supporting meetings, facilitating solution-oriented discussions, and driving effective problem-solving. • Plan, coordinate, and manage meetings, ensuring accurate dissemination of information, maintenance of project trackers, and timely provision of high-quality minutes. <p>Leadership & Strategy</p> <ul style="list-style-type: none"> • Collaborate with the Senior Management Team and Director to develop and implement operational service plans, ensuring staff engagement throughout planning and execution phases. • Contribute to departmental strategic planning, aligning objectives with RCH's overarching goals and clinical activity targets. • Deliver timely, accurate reporting to internal and external stakeholders, providing insights on improvement projects and strategic initiatives. <p>Quality</p> <ul style="list-style-type: none"> • Lead continuous improvement of administrative processes, enhancing communication, efficiency, and service delivery across the department.

- Promote a culture of collaboration, financial accountability, innovation, and productivity, driving excellence in service delivery and teamwork.

Administration

- Oversee recruitment and onboarding processes for staff reporting directly to the Director, ensuring compliance with RCH policies and EBA guidelines.
- Provide expert advice and support to managers and staff on recruitment, payroll, salary management, and clinical education entitlements, ensuring adherence to policies and legislation.
- Coordinate roster management for medical staff, maintaining accuracy and efficiency.
- Deliver high-level organisational and logistical support to the Director, including management of meetings, diaries, rosters, recruitment, and financial accounts.
- Streamline administrative workflows to achieve optimal outcomes within prescribed timelines, identifying and implementing process improvements and innovations.

Financial Management

- Prepare and present business cases, project proposals, reports, and presentations, ensuring effective information flow between internal and external stakeholders.
- Coordinate the department's annual budget process, facilitating meetings, preparing bids, gathering costings for new initiatives, and driving strategic financial discussions.
- Monitor cost centres under the Director's financial delegation, proactively identifying cost-saving opportunities through improved strategies, workflows, and resource utilisation.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in Business or Health Administration and/or seven years of relevant industry experience.
- Advanced working knowledge of Microsoft Office suite & excellent typing skills.
- An understanding of the healthcare sector.

Desirable:

- In depth knowledge of Medical Specialist agreements and entitlements.
- Experience with workforce rostering design and optimisation.
- Excellent time management skills and the ability to multi-task.

KEY SELECTION CRITERIA

- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across the 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 with ability to prioritise workload and competing demands.
- Excellent verbal communication, interpersonal skills, and attention to detail with the ability to interact with a variety of stakeholders.
- 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.

- 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 LGBTQI community and people with disability.

Position description last updated

December 2025