

Position Description

Position title	Head of Intelligent Automation
Department / Division	Digital Health
Classification	AO8
Position reports to	Chief Digital Innovation Lead, Digital Health Operational: Chief Digital Innovation Lead Professional: Chief Digital Innovation Lead
No. of direct & indirect reports	Initially nil. Planned growth to 2-4 direct reports as the Intelligent Automation team is established.
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 Royal Children's Hospital is building an enterprise capability in artificial intelligence and intelligent automation within its Digital Health function. RCH's ambition is to embed AI and automation into the fabric of how clinical and operational work is done — automating manual processes, surfacing intelligence from clinical data at scale, and

delivering digital tools that make clinicians faster, patients safer, and operations more efficient. RCH operates within the Parkville precinct alongside the Royal Melbourne Hospital, Peter MacCallum Cancer Centre, and the Royal Women's Hospital on a shared Epic EMR tenancy, with the Murdoch Children's Research Institute as a key research partner.

RCH has a mature Azure cloud environment, a shared Epic EMR platform with rich clinical data, and established data analytics and data science teams. What it does not yet have is the dedicated technical capability to translate these assets into the production AI pipelines, automation workflows, and clinical-facing digital products that deliver real value. This role establishes and leads that capability from the ground up — turning ambition into a shipped, measurable portfolio of intelligent automation.

ROLE PURPOSE

The Head of Intelligent Automation is responsible for establishing and leading RCH's intelligent automation and applied AI capability — designing, building, and deploying production-grade solutions that automate clinical and operational workflows, extract value from clinical data assets, and deliver AI-enabled tools and interfaces to clinicians, patients, and operational staff.

This is a hands-on technical leadership role. The Head personally architects and builds complex solutions while setting the technical direction, standards, and patterns for a growing team. They translate clinical and operational problems into deliverable technical solutions, navigate the hospital's governance and cybersecurity frameworks, and represent the intelligent automation function across precinct-level forums including the Technology Review Board and Data & AI Steering Committee. The expected outcome is a measurable portfolio of automation and AI products that demonstrably improve clinical safety, operational efficiency, and revenue integrity.

KEY ACCOUNTABILITIES

- Establish and lead the Intelligent Automation team, including recruitment, technical mentoring, and workload prioritisation, to build a high-performing embedded capability within Digital Health.
- Design and deliver production-grade AI and automation solutions across RCH's priority domains — including clinical AI pipelines, workflow automation, autonomous record processing, and patient-facing digital applications — using modern cloud-native and AI-native tooling including Power Automate, Azure AI Foundry, and AI-assisted development environments.
- Own the technical architecture and standards for the intelligent automation portfolio, ensuring solutions are secure, scalable, maintainable, and aligned with enterprise architecture and cybersecurity requirements.
- Translate complex clinical and operational problems into clearly scoped technical solutions by working directly with clinicians, coding teams, operational managers, and executive stakeholders to identify automation opportunities and validate outcomes.
- Navigate RCH and precinct governance frameworks — including the Technology Review Board, Data & AI Steering Committee, and cybersecurity review processes — to secure approvals and maintain compliance for AI and automation deployments.
- Build and maintain productive working relationships across a complex stakeholder environment including IT, cybersecurity, EMR, business intelligence, clinical services, and precinct partner organisations.
- Deliver measurable benefits from the intelligent automation portfolio, including quantified efficiency gains, revenue impact, and clinical safety improvements, reported through agreed executive reporting mechanisms.
- Stay at the frontier of AI and automation tooling, methods, and platforms — including agentic AI, large language model integration, and AI-assisted development workflows — and apply these to accelerate delivery and expand capability.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Minimum 5 years' experience in technical delivery roles spanning software development, automation, and/or AI implementation, with at least 2 years in a leadership or team lead capacity.
- Demonstrated experience designing, building, and deploying AI and/or intelligent automation solutions in a complex enterprise environment, preferably in healthcare.
- Demonstrated experience with cloud platforms (Azure strongly preferred), including Azure AI Foundry, serverless computing (Azure Functions, Logic Apps), API management, and integration architectures.
- Experience working with clinical information systems and health data standards (Epic, HL7, FHIR, or equivalent EMR/integration experience).
- Track record of leading or establishing a technical team, including recruitment, mentoring, and setting technical direction.
- Experience navigating governance, cybersecurity, and compliance frameworks in a regulated environment.

Desirable:

- Experience with the Victorian public health system, including familiarity with VINAH, ABF, or other activity-based funding frameworks.
- Tertiary qualification in computer science, software engineering, health informatics, or a related discipline — or equivalent demonstrated experience.
- Experience with AI-assisted development tools and workflows (e.g. Claude Code, Cursor, GitHub Copilot).
- Familiarity with the Parkville precinct or multi-site health service environments.

KEY SELECTION CRITERIA

- Exceptional technical breadth across AI/ML, automation, integration, and application development — with the ability to personally build production-grade solutions, not just oversee them.
- Demonstrated ability to translate clinical and operational problems into technical solutions, working across non-technical stakeholders to scope, prioritise, and deliver.
- Strong architectural thinking — the ability to design systems that are secure, scalable, and maintainable in a shared-platform, multi-site health environment.
- Proven ability to build and lead a technical team, including setting standards, mentoring, and creating a culture of delivery and continuous improvement.
- Excellent communication and stakeholder management skills, with the ability to operate credibly across executive, clinical, technical, and governance audiences.
- Active engagement with contemporary AI and automation tooling and methods, with demonstrable AI-native working practices.

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

April 2026