

Position Description

Position title	Operations Manager
Department / Division	Children's Cancer Centre / Medicine
Classification	AO99
Position reports to	Director, Children's Cancer Centre
No. of direct & indirect reports	Approx. 50 EFT
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 Children's Cancer Centre (CCC) is Victoria's leading provider of complex paediatric cancer care and haematopoietic stem cell transplantation. Internationally recognised for its excellence in clinical care and research, the CCC manages approximately 300 new childhood cancer diagnoses each year and is committed to delivering world-class, compassionate, and family-centred care.</p> <p>Located within a globally renowned paediatric health and research precinct, the CCC includes:</p>

- Specialist inpatient wards, including dedicated bone marrow transplant beds
- A purpose-built Day Oncology Unit
- Integrated outpatient clinics supported by a multidisciplinary allied health team
- A dedicated oncology pharmacy
- A comprehensive clinical research program, incorporating advanced laboratory facilities, a clinical trials unit, and a centralised administrative hub

The Operations Manager plays a key leadership role in overseeing the daily operations of the Centre, ensuring the delivery of safe, efficient, and high-quality care. In close partnership with the Director, the role supports service planning, workforce management, and continuous improvement across all CCC programs. Working collaboratively across the Melbourne Children's Campus and broader Parkville Precinct, the Operations Manager helps align clinical and operational priorities to support the CCC's strategic goals.

ROLE PURPOSE

The Operations Manager provides strategic and operational leadership for the Children's Cancer Centre (CCC), ensuring the delivery of safe, efficient, and high-quality care. The role supports long-term service planning, workforce optimisation, and continuous improvement, aligned with the CCC's vision for excellence in paediatric cancer care and research.

With responsibility for financial oversight, including budget management, resource allocation, and strategic business planning, the Operations Manager ensures sustainable service delivery. A key aspect of the role is facilitating collaboration between the CCC Director, the General Manager, Specialty Medicine, and senior clinical and operational leaders across inpatient, outpatient, research, pharmacy, and laboratory services to drive integrated and coordinated care.

KEY ACCOUNTABILITIES

Operational Leadership and Strategic Alignment

- Lead the development and continuous improvement of CCC operations in partnership with the CCC Director, ensuring alignment with the RCH Strategic Plan and long-term sustainability.
- Oversee access and flow across inpatient and outpatient services to optimise patient care, service efficiency, and resource utilisation.
- Evaluate operational and financial data to inform strategic planning and resolve organisational challenges.
- Identify and address systemic limitations, proposing solutions to enhance CCC performance.
- Drive strategic alignment between clinical and research operations, supporting integrated service delivery and innovation.
- Provide leadership and support in the management of complex clinical and operational scenarios, ensuring appropriate resolution and coordination of care across multidisciplinary teams.
- Identify and address clinical and occupational health and safety risks in collaboration with senior leaders.

Leadership and Workforce Development

- Provide mentoring and leadership to senior CCC staff, including stream leads, the clinical trials manager, and psycho-oncology team leader.
- Oversee recruitment and onboarding processes, training of new staff including Fellows, consultant paediatric oncologists, and advanced practice nurses.
- Promote a resilient, skilled, and multidisciplinary workforce through effective staff management and professional development.
- Lead and oversee core workforce management activities, including staffing administration, role development, and operational approvals.

- Foster a positive workplace culture aligned with RCH Values and the Compact.

Financial and Resource Management

- Assist the Director in managing the CCC's budget in collaboration with the Finance Business Partner, including oversight of establishment EFT balances, expenditure, and revenue to meet performance targets and ensure financial sustainability.
- Lead the development of business cases, financial reports, and forecasting to support strategic initiatives and operational planning.
- Work with the Finance Business Partner and Payroll to oversee payroll, invoicing, and financial compliance processes, providing analysis and solutions for budget variances and operational efficiency.
- Continuously evaluate and enhance financial systems, staffing models, and resource utilisation to support long-term service sustainability and strategic alignment.

Governance, Reporting and Accreditation

- Ensure compliance with legislative, policy, and accreditation requirements through robust reporting, audit processes, and quality assurance activities.
- Maintain data integrity and oversee service-wide reporting, including workforce metrics, leave liability, and performance indicators.
- Partner with the CCC Quality Manager to support continuous quality improvement, coordinate accreditation activities, and ensure timely completion of audits, reviews, and reporting obligations.

Service Improvement and Stakeholder Engagement

- Lead priority service improvement projects and change management initiatives to enhance departmental capability and responsiveness.
- Enhance collaborative practices across internal and external stakeholders, including corporate support services and professional disciplines.
- Support the development and maintenance of clear clinical pathways, quality measures, and operational systems.
- Collaborate with the RCH Foundation, supporting engagement with philanthropic partners and donors.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a relevant discipline.
- Demonstrated leadership and management experience within a complex healthcare environment.
- Proven ability to lead teams and manage complex operational and workforce functions in a multidisciplinary setting.
- Extensive experience in operational and financial planning, monitoring, and reporting.
- Minimum of five years' senior-level experience in administrative leadership and service delivery.
- Strong interpersonal and stakeholder engagement skills, with the ability to work collaboratively across clinical, corporate, and executive teams.

KEY SELECTION CRITERIA

- Demonstrated leadership and management capability within a complex healthcare or service delivery environment.

- Proven experience in overseeing clinical flow and making informed decisions regarding resource allocation to support optimal patient outcomes, in collaboration with senior clinical and operational leaders.
- Extensive experience in leading people and programs at both strategic and operational levels, with accountability for financial and workforce management.
- Demonstrated success in implementing organisation-wide change initiatives, including the transformation of service delivery models and work practices.
- Highly developed interpersonal and communication skills, with the ability to influence, negotiate, and build consensus to achieve shared goals.
- Strong stakeholder engagement skills, with a proven ability to build and maintain effective relationships across diverse teams and organisational levels.
- Excellent organisational, planning, and problem-solving skills, with a sound understanding of performance frameworks and methodologies to monitor and evaluate outcomes.

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

July 2025