

Position Description

Position title	Operations Manager
Department / Division	Anaesthesia and Pain Management/Surgery
Classification	Grade 7 Year 1 to Grade 7 Year 5 (A071-A075)
Position reports to	Director, Anaesthesia and Pain management
No. of direct & indirect reports	2
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 PURPOSE
The Operations Manager plays a key leadership role in ensuring the efficient and effective delivery of financial, operational, and support services within the Department of Anaesthesia and Pain Management, in line with the RCH Operational Excellence Framework. This position works closely with the Director of Anaesthesia and Pain Management and departmental staff to support the coordination and performance of day-to-day operations. The Operations Manager contributes to strategic planning, assists with budget and resource management, and fosters a culture of continuous improvement. The role also leads team engagement in quality initiatives, ensuring excellence in service delivery and preparedness for audit and accreditation processes.

KEY ACCOUNTABILITIES

Stakeholder Management

- Develop a patient and family focused team environment
- Act as the primary operational point of contact for internal and external stakeholders
- Development and maintenance of internal and external communications
- Work in collaboration with our multidisciplinary team
- Provide advice, guidance and support and ensure compliance with guidelines, policy and procedures
- Foster collegiate relationships with external stakeholders

Leadership

- Lead and manage administrative staff, fostering a culture of collaboration, accountability, and continuous development.
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies
- Contribute to strategic planning of the Department
- Responsible for reporting on key performance indicators
- Identify opportunities for innovation and develop appropriate business cases
- Lead workforce and HR processes including leave management, recruitment, onboarding, and contract variations for salaried medical staff (SMS), nursing, allied health, administrative, honorary, and locum staff.

Quality

- Lead quality assurance initiatives, including preparation for regulatory audits and accreditation processes.
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms and service delivery, consistent with the principles of continuous improvement
- Support staff involved in quality improvement processes through collection of relevant data related to departmental activity
- Engage staff and provide guidance and performance feedback to administrative team
- Oversee training and development needs of administrative staff
- Develop and foster a culture that encourages positive working relationships, a safe workplace, financial responsibility, innovation and productivity improvement

Administration

- Manage administration workflow to ensure optimal outcomes within a timely manner
- Develop, implement and maintain guidelines, policies and procedures as required
- Maintain key departmental systems and documentation including website, meeting papers, induction and training materials, research activities, contractor and secondment agreements.
- Develop crossover of skill sets between administration staff to ensure essential service delivery is not interrupted by leave
- Manage payroll operations including timesheet processing, approvals, off-cycle requests, and resolution of issues in liaison with Payroll.
- Manage staffing calculations and requirements for junior and senior medical staff, nursing, and allied health personnel to support effective workforce management and service delivery.
- Oversee administrative support for Junior Medical Staff (JMS), including recruitment, induction, rostering, and compliance with JMS policies.
- Manage the Observer and Visitor Program ensuring documentation, onboarding, and orientation are completed effectively.

Financial Management

- Manage finances, invoicing, payroll and budget requirements, providing explanation for variables and solutions to ensure effective budget management by Director, expenditure and revenue supporting key performance indicators and savings targets
- Partner with billing and finance teams to support accurate and timely billing and minimise debt risk.
- Assist in the preparation of business cases for staffing, service delivery models and equipment needs.

- Provide business support for funded clinical research activities involving Perioperative areas; including ensuring timely revenue management.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in a related field and/or relevant industry experience.
- Specialised knowledge and many years' experience across several disciplines
- Relevant experience in a senior administrative role in a complex organisation.
- Proven leadership and people management skills, including performance development, coaching and conflict resolution
- Demonstrated ability to manage a complex program or business function with multiple competing tasks

Desirable:

- Previous experience within a hospital or healthcare setting

KEY SELECTION CRITERIA

- Highly motivated and solution focused
- Excellent organisational and planning skills
- Consultative leadership style that promotes participation and meaningful engagement
- Highly developed written and verbal communication skills
- Proven track record in the development and implementation of improvements
- Ability to develop and empower others
- Demonstrated ability to influence others
- Experience working with multiple internal and external stakeholders
- Demonstrated ability to work in collaboration with others to achieve key objectives
- Established organisational and planning skills with the ability to manage competing demands and prioritise tasks effectively
- Proficient across the Microsoft Office suite and competent with office-based technologies

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