

Position Description

Position title	Project Lead – Rostering System
Department / Division	Corporate Services Transformation / Corporate Services
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
Position reports to	Director Transformation
No. of direct & indirect reports	Up to 5
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 <i>a world where all kids thrive</i>. 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 Corporate Services portfolio at RCH encompasses a broad range of enabling functions that support the hospital's operational and strategic objectives. The Director Transformation leads key digital and operational transformation initiatives across the organisation, with a focus on improving systems capability, financial sustainability, and workforce management effectiveness. The transition from RosterOn to Optima is a critical programme of work that will modernise workforce management across RCH. Optima will replace the current rostering and time & attendance solution, delivering improved roster efficiency, real-time workforce visibility, data integrity, and enhanced integration with the SAP payroll environment. The Project Lead sits within the Corporate Services portfolio under the Director Transformation and is central to the successful delivery of this transition.

ROLE PURPOSE
The Project Lead will be responsible for managing the end-to-end implementation of Optima as the organisation's new workforce management system, transitioning from RosterOn. Drawing on best-practice project management principles, the role will develop and maintain a comprehensive project plan and implementation strategy, and will be accountable for managing all workstreams through to a successful go-live and post-implementation stabilisation. The role carries accountability for stakeholder engagement, change management, business readiness, training coordination, and benefits realisation, working in close partnership with the Optima vendor, internal IT, People and Culture, Finance, and operational teams across the organisation.
KEY ACCOUNTABILITIES
Leadership - Lead and motivate the project team to deliver outcomes within agreed timeframes, quality standards, and budget parameters - Foster a solution-focused culture that supports continuous improvement and collaborative problem-solving Strategic & Project Management - Apply project management principles and tools to develop an end-to-end Project Plan and Schedule, identifying necessary actions and resources required to implement Optima - Work with the Optima vendor and other third-party service providers to develop the plan and agree on roles and responsibilities - Develop and communicate a Project Implementation Strategy that meets organisational needs and aligns with Corporate Services objectives - Identify and manage project risks and issues, providing timely escalation and mitigation recommendations to the Director Transformation and Steering Committee - Provide regular project progress reporting to the Steering Committee and relevant executive stakeholders - Develop a post-go-live support strategy, including hypercare planning, to sustain operations post-implementation Stakeholder Management - Develop and maintain a stakeholder analysis to identify key project needs and decision-making responsibilities - Work closely with the Communications team and People and Culture to develop and implement internal communications and change management framework - Provide high-level advice, guidance, and support to the Director Transformation and CFO in relation to project progress and emerging risks - Build and maintain productive working relationships with internal stakeholders and external vendors across the project lifecycle - Develop and deliver a communications strategy, training program, and change management framework to support adoption across all departments Business Readiness & Training - Lead business readiness preparations across all departments in advance of each rollout phase - Work with relevant teams to develop required training documentation, user guides, and training delivery plans - Coordinate the delivery of training across the organisation in collaboration with the vendor and internal subject matter experts Administration & Quality

- Develop comprehensive project briefs, status reports, and executive papers to a standard suitable for Steering Committee and Board review
- Ensure compliance with RCH governance frameworks, financial delegations, and procurement policies
- Contribute to a culture of continuous improvement by identifying and embedding lessons learned throughout the project lifecycle
- Develop and maintain the project plan, schedule, risk register, steering committee reporting, and governance frameworks across all workstreams
- Coordinate system build, user acceptance testing (UAT), and sign-off in collaboration with the Optima vendor and internal IT teams
- Oversee the extraction, cleansing, and migration of workforce data from RosterOn to Optima, ensuring accuracy and completeness
- Assess and document current rostering workflows, identifying improvements to be embedded within the Optima configuration
- Coordinate hypercare activities, monitor system performance, and report against key milestones and benefits realisation targets

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in Project Management, Business, Information Technology, or a related field
- At least 5 years' proven project management experience, including end-to-end delivery of complex technology implementations
- Demonstrated stakeholder management capability, including working with executive sponsors, senior managers, and external vendors
- Strong experience in change management, business readiness, and communications and training strategy development

Desirable:

- Proven experience managing the implementation of Rostering and Time & Attendance solutions (experience with Optima and/or RosterOn highly desirable) in complex workforce environments
- Experience with SAP Payroll integration in a healthcare environment
- Previous experience within the public healthcare sector
- Experience working in a large, complex workforce environment with multiple Enterprise Bargaining Agreements
- Project Management qualification (PMP, PRINCE2, or equivalent) highly regarded

KEY SELECTION CRITERIA

- Proven experience in project managing complex technology transitions in large organisations
- Demonstrated ability to develop and deliver end-to-end project plans involving multiple third-party suppliers and internal stakeholders
- Strong stakeholder management skills with proven ability to work effectively with executives, senior managers, and operational teams at all levels
- Demonstrated experience in change management, including communications strategies, training programs, and business readiness frameworks

- Excellent written and verbal communication skills, including ability to write high-quality reports and briefing papers for an executive audience
- Strong organisational and planning skills with the ability to prioritise competing demands and manage risk in a complex project environment
- High level of computer literacy including MS Office and project management tools
- Experience in a healthcare or government organisation will be highly regarded

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
- 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 2026