



POSITION DESCRIPTION

Department of General Practice
Melbourne Medical School
Faculty of Medicine, Dentistry and Health Sciences

Operations Manager

POSITION NO	0045788
CLASSIFICATION	UOM 8
SALARY	\$108,009 - \$116,906 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Fixed-term for 12 months
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Prof Douglas Boyle Tel +61 3 5823 4521 Email dboyle@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Position Summary

The HaBIC Research Information Technology Unit (HaBIC R2) is based within the University of Melbourne, Department of General Practice.

The Unit is involved in a wide variety of research-based technology projects to help advance the development and improvement of health practices, consumer and practitioner experiences and ultimately impact long-term health outcomes. More broadly, the unit is also involved in national projects to progress common data models, data quality tool development, clinical terminology standardisation, data linkage, anonymisation techniques, mobile application integration and data acquisition for medical research.

As part of our projects, the team collaborates with a variety of Australian universities, health institutes, government bodies, commercial entities, philanthropic organisations and primary care practices.

The Operations Manager reports to the HAbIC R2 Director and is responsible for leading a team of technical staff. The incumbent is required to manage multiple concurrent projects, from initial contract negotiation, preparing quotations and costings, management of project deliverables; resources; finances; and client relationships. This includes all aspects of project management that are a part of Project Management Institute (PMI) methodology including project initiation and planning, change request development and management, integrated project plan development, implementation plan development, project execution including status monitoring and reporting, project risk management and project closure.

Excellent communication and negotiation skills are paramount to develop and maintain key stakeholder relationships including General Practices, Research Collaborators, Government organisations and staff across the wider University community.

We foster a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching and research outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

1. Key Responsibilities

1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY

- ▶ Manage all aspects of HAbIC R2 project management, including:
 - Liaison and negotiation with customers to establish project priorities, timescales and deadlines
 - Development of integrated project plans (including schedule, budget, scope definition, resource plan, etc.)

- Liaison with relevant University Legal and Financial services to facilitate legal agreement and/or change variation requests; including payment schedule, and contract execution prior to project commencement
 - Schedule tasks across the R2 team to ensure compliance with multiple concurrent project deadlines
 - Management of project finances, ensuring timely delivery of projects within allocated budget
 - Management of customer and team expectations
 - Independently execute, monitor and control projects and escalate issues in a timely manner
- ▶ Manage all legal agreements and variations for HABIC R2, including all funding, licensing and service agreements, ensuring consultation with appropriate University Services, including Legal and Financial Services and compliance with relevant University policies and processes.
 - ▶ Work closely with the Faculty finance representative to manage overall HaBIC R² team finances, including: budgeting; monitoring income and expenditure; and resource allocation across multiple project budgets
 - ▶ In consultation with a Faculty finance representative, develop and implement a simple costing model to facilitate quotation of HaBIC R² projects, for internal and external clients, in consideration of relevant Department, Faculty and University finance policies, such as the Research Pricing Policy
 - ▶ Manage technical and professional staff within HaBIC R² to ensure delivery of multiple concurrent projects within tight deadlines
 - ▶ Provide leadership and mentoring to the HaBIC R² ensuring staff are supported through development programs and performance reviews to maximise their professional growth and effectiveness

1.2 RESPONSIBILITY AND COMPLIANCE

- ▶ Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others;
- ▶ Ensure a thorough understanding of all contractual commitments and deliverables and the legal and regulatory frameworks referenced.
- ▶ Reliably follow communications protocols and/or policies as appropriate.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.
- ▶ Behavioural Expectations - All staff are expected to maintain the following behaviours:
 - ▶ Treat everyone equitably; act fairly with staff and demonstrate respect for diversity
 - ▶ Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration.

2. Selection Criteria

In order to be considered for interview by the Selection Panel, applicants must address the following Criteria in their application. Please visit the University website how to address [Essential Selection Criteria](#)

2.1 ESSENTIAL

- ▶ Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.
- ▶ Minimum 4 years project management experience preferably in an Information Technology environment
- ▶ High level interpersonal and verbal communication skills with the ability to liaise; negotiate; influence; establish and maintain relationships with a range of key stakeholders both internal and external to the University, including academics, IT specialists/vendors, healthcare practitioners and senior executives
- ▶ Excellent written communication skills
- ▶ Demonstrable experience of developing project budgets, schedules, integrated project plans and delivering multiple concurrent projects on time and budget
- ▶ Demonstrable work experience/skills in the following areas:
 - IT proposal development / Statement of Work (SOW) development
 - Project Pricing / Quote preparation
 - System development life cycle (SDLC) implementation
 - Business analysis / process improvement
- ▶ High level organisational and time management skills, including the ability to prioritise workloads, work well under pressure, and organise own work and others to meet deadlines
- ▶ Demonstrated leadership skills including the ability to build, motivate, lead and manage a team of technical staff to achieve high levels of performance with a strong client focus.
- ▶ High-level problem-solving skills with the ability to work autonomously, with considerable independence and exercise judgement and initiative
- ▶ High level ability to initiate, develop and implement effective workplace practices and processes and convey complex information to colleagues
- ▶ Demonstrated ability to be flexible and adaptable in a changing environment
- ▶ Demonstrate the ability to adhere to privacy principles particularly as they relate to medical research
- ▶ High level of proficiency in the use of standard application software such as the Microsoft Office suite.

2.2 DESIRABLE

- ▶ Professional Project Management certification, preferably PMP or Prince certified
- ▶ Experience in or an understanding of the higher education sector.
- ▶ Knowledge and experience of medical research projects in healthcare sector
- ▶ Experience in developing intellectual capital within health informatics environment
- ▶ Demonstrable experience of the management and delivery of health informatics projects involving Australia wide health research communities/academic centres

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Reporting to the HABIC R2 Director, the incumbent will be required to work independently and lead a team of up to 10 HaBIC R2 staff, ensuring successful and timely delivery of projects.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent will exercise a high level of initiative and judgement and will work autonomously on a number of tasks. The incumbent will be expected to perform work assignments guided by policies and adapt or implement new procedures in accordance with University and Department policies.

The incumbent will be expected to carry out risk and issue management in various aspects of work by ensuring:

- Effective communications with the relevant parties/individuals/groups
- Methodical way of problem identification and root cause analysis of the problems
- Effective problem resolution while maintaining amicable relationships with the relevant teams/groups.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent must possess professional knowledge of the project management discipline and will require a sound knowledge of University policies and procedures, along with an understanding of its culture and organisational structure, including Faculty, School and Department structures.

The incumbent will have or develop an understanding of the confidentiality and privacy issues surrounding medical research projects.

3.4 RESOURCE MANAGEMENT

The incumbent is responsible for management of project budgets and staff resources across multiple concurrent HABIC R2 projects, to ensure successful and timely delivery of projects. The incumbent will supervise the activities of the team Administrative Officer.

3.5 BREADTH OF THE POSITION

The incumbent is responsible for management of HABIC R2 projects from inception and implementation to completion. The majority of HABIC R2 projects (6-10 at any time) involve the GRHANITE suite of data extract middleware. Rollout of GRHANITE projects vary in size and complexity from as many as 2 sites to 500 plus sites.

4. *Equal Opportunity, Diversity and Inclusion*

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 THE DEPARTMENT OF GENERAL PRACTICE

www.gp.unimelb.edu.au

The Department of General Practice originated as a unit within the Department of Community Medicine in 1977. It was established as a separate department within the School of Medicine in 2001 and established the Primary Care Research Unit (PCRU) as a centre of excellence in primary care research, research training and knowledge exchange in 2006. The Department has 68 (full time equivalent) staff supported by an operating budget of \$7 million and research income of approximately \$11 million annually.

With an increased profile within the Melbourne Medical School, the Department has utilised its growing network of general practitioners (GPs) and primary health care providers in the community to ensure that University of Melbourne medical students are provided with quality community-based medical education. The Department delivers postgraduate training for primary care nurses, and research training for medical, honours, masters (4) and PhD students (18). For more than 20 years, the Department has run a very successful General Practice academic registrar program where doctors who are training to be GPs (GP registrars) undertake a half time special skills post in academic medicine to experience an introduction to research and university teaching. We average around three academic registrars per year.

The Department has a successful Primary Care Research Unit (PCRU), including a Trials Unit with a practice-based research and education network (VicREN), which comprises our community-based general practices (600+) and other primary care providers who contribute to and drive teaching and research. A proportion of our VicREN members are a part of our Data for Decisions (D4D) Community of Practice. In this D4D program general practices have an agreement with the Department to share their electronic medical record (EMR) data for research and policy advocacy; participating practices have also undertaken a process with their patients to opt out if they do not want their data shared. The EMR data is de-identified before it leaves the practice and is stored in a secure data repository managed by the Department, called Patron. Patron has a management group and an independent governance group with representatives who are consumers, GPs, practice managers, researchers, IT technical, and legal experts.

Our cross-cutting research themes include clinical biostatistics, implementation science, clinical informatics, co-design, and health services research. Central to our work is understanding the patient and practitioner experience and through co-production methodologies involving them in identifying the challenges and designing and testing solutions. Using clinical data analytics, we explore patient pathways through health care and describe the epidemiology of health and disease in primary care. With a focus on primary care innovation, we develop, test and implement simple and complex interventions including digital technologies, such as a range of risk stratification and point-of-care decision making tools. The Department also has successful research programs in specialised areas in Cancer; Children and Young People's Health; Clinical Data Informatics, Data Driven Quality Improvement, Integrated Mental Health; Sexual Health, and Abuse and Violence.

6.2 MELBOURNE MEDICAL SCHOOL

<http://www.medicine.unimelb.edu.au/>

Established in 1862, Melbourne Medical School (MMS) in the Faculty of Medicine, Dentistry and Health Sciences at The University of Melbourne is the oldest medical school in Australia. It is internationally renowned for global leadership in teaching and training, health research, policy and practice. MMS is ranked 14th in the world (Times Higher Education World University Rankings 2022 for clinical, pre-clinical and health), has strong academic partnerships and ground-breaking collaborative research programs with leading public and private hospitals, as well as leading medical research institutes and centres in Australia and internationally.

Under the leadership of Professor John Prins, MMS spans all major fields of medicine and is comprised of thirteen clinical departments:

- Baker Department of Cardiometabolic Health;
- Clinical Pathology;
- Critical Care;
- General Practice;
- Medical Education;
- Infectious Diseases;
- Medicine;
- Obstetrics and Gynaecology;
- Paediatrics;
- Psychiatry;

- Radiology;
- Rural Health; and
- Surgery.

MMS has more than 1,000 academic and professional staff members located at the Parkville campus or embedded within health services throughout metropolitan Melbourne and rural Victoria. Staff are privileged to work alongside more than 2,725 honorary appointees from the health sector who generously contribute their time, knowledge, research and clinical expertise.

MMS is committed to improving community wellbeing through the discovery and application of new knowledge. With annual research income of \$165 million, the School's research effort is highly collaborative, spanning research programs from basic to translational. The School has research collaborations across the 47 partner organisations in the vibrant Melbourne Biomedical Precinct, as well as nationally and internationally. These partnerships enable medical advances to impact healthcare delivery as rapidly and seamlessly as possible.

The School's flagship Doctor of Medicine (MD) degree was the first Masters level entry-to-practice qualification of its kind developed in Australia, setting a new benchmark in medical education. Now, the new curriculum launched in 2022 has created more responsive, modular, technology-enhanced learning for state-of-the-art curriculum delivery. Continuous research and discovery options, and an ability to tailor the degree, allows each student to gain deeper experience in areas of greatest interest. The MD Rural Pathway offers students the opportunity to undertake their entire program in rural Victoria, with a \$6.5 million expansion of facilities in Shepparton to accommodate this. There is also an expanded range of joint degree pathways on offer. The School utilises the Department of General Practice's continually expanding network of general practitioners and primary healthcare providers in the community to ensure that MD students are also provided with quality community-based medical education.

In addition to the MD, MMS has an ever-expanding portfolio of other vocationally oriented programs. These teach research skills, leadership and continuing professional development in specific disciplines. An emphasis on the clinician-scientist career trajectory – with training, support and ongoing career pathways at graduate and postgraduate levels – is central to the School's development of future leaders in all aspects of healthcare, education, research and policy. MMS has over 600 higher degree by research candidates located both within Departments and across its network of partners.

School staff and honorary appointees lead and participate in public debate and advocacy around key health issues and policy based on the MMS values of commitment, integrity, compassion, respect and service. The School also offers a range of initiatives and programs in support of its diverse and inclusive culture:

<https://medicine.unimelb.edu.au/about/diversity-and-inclusion> MMS is always looking to recruit talented individuals across a wide range of medical disciplines which include leadership roles. This presents a wonderful opportunity for appointees to help drive the strategy, growth and continued excellence of Australia's leading medical school.

6.3 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry and Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial

resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is \$630M with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia's first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty's Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty's RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

6.4 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

6.5 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- ▶ We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- ▶ We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- ▶ We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- ▶ We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>