Position Description

Title: Faculty Operations Manager

HEW Level: 8

Faculty/Office: Faculty of Medicine, Health and Human Sciences

Position Number: TBA

Department/Team: Operations

Date: July 2020

Position Purpose: To provide effective and efficient management of the operational functions of the Faculty of Medicine, Health and Human Sciences and the interfaces with MQ Health in alignment with the university and MQ Health strategic objectives, values and policies.

ORGANISATIONAL CONTEXT

The Faculty Operations Manager will work closely with the Faculty General Manager to drive effective and efficient operational functions at the FMHHS. Given the inherent connections between FMHHS and MQ Health, the Faculty Operations Manager will work closely with the operational functions of MQ Health to create a seamless intersection between the two organisations. At times, the Faculty Operations Manager will support MQ Health projects and/or initiatives as directed by FGM. This role will work extensively with key stakeholders to drive performance and efficiency across the Faculty.

The Faculty of Medicine, Health and Human Sciences is ambitiously pushing the boundaries of progressive thinking and challenging what’s possible to solve some of the big issues of our time, both nationally and on a global scale. The Faculty forms part of MQ Health, an integrated academic health sciences enterprise which incorporates Macquarie University Hospital and primary and speciality clinics. We have active research programs in biomedical and clinical sciences, cognitive and brain sciences, health systems, linguistics, physiotherapy, psychology and public health, amongst others. Our Faculty hosts the Australian Institute of Health Innovation (AIHI), an internationally acclaimed powerhouse researching health systems, e-health and patient safety. In learning and teaching, the Faculty offers a unique suite of undergraduate and postgraduate courses in many areas, including clinical, health and human sciences, linguistics, medicine, psychology, physiotherapy, speech pathology and audiology.
**KEY ACCOUNTABILITIES**

- Lead, develop and manage the implementation of operational and business plans, projects and strategic initiatives at the faculty and at the intersection between the faculty and MQ Health, while ensuring alignment with the university policies and MQ Health strategic plans.
- Manage operational functions for the faculty, including coordination and liaison of shared services delivery with relevant central offices.
- Manage the utilisation, maintenance and allocation of space at the faculty and at the interfaces with MQ Health, including facility-related projects in collaboration with MQ Property.
- Lead and/or participate in the review, development and implementation of service delivery models, policy and procedures and business process improvements to support new organisational and operational frameworks across the faculty and MQ Health.
- Develop, review and implement systems, procedures and processes to improve effectiveness, efficiency and compliance across the Faculty and at the interfaces with MQ Health.
- Contribute to an effective internal and external communication of the faculty, including the maintenance of the faculty website.
- Measure and report on the faculty operational performance, and trouble shoot problems affecting performance.
- Actively promote positive organisational culture across the faculty and MQ Health, underpinned by the values of MQ Health.
- Effectively build and manage relationships with key internal and external stakeholders and organisations.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

**POSITION CONTEXT**

| Reports to: | Faculty General Manager/COO MQ Health |
| Positions Reporting to: | Direct: 3  
Indirect: nil |
| Key Direct Clients: | Faculty Executive Dean.  
MQ Health and FMHHS Executive. |
| Other Key Relationships: | Central Operations teams including Finance, Property, Group Marketing, Information Technology, Human Resources, Risk and Assurance.  
External partners.  
Department Managers/Administrators.  
FMHHS and MQ Health Managers and Directors. |
| Budget Accountability: | Financial delegation of $30,000 |
| Role-specific Conditions: | Nil |
| Scope and autonomy | Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives. |
| Problem solving | Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs. |
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td><strong>Communication:</strong> Effectively grasping and conveying complex ideas and concepts to others.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td><strong>Service Focus:</strong> Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Initiative:</strong> Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
</tr>
<tr>
<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td><strong>Analysis and Judgement:</strong> Evaluating information and data to solve problems and make decisions.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td><strong>Improvement Focus:</strong> Finding better ways of completing tasks or solving problems.</td>
<td></td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree in business, management or related field and/or extensive management experience. Postgraduate qualifications are preferred.
- Understanding of project management principles and methodology.
- Understanding of the Australian healthcare sector.
- Computer skills including Microsoft Office and internet, spreadsheets and database software.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the Faculty of Medicine, Health and Human Science and MQ Health functions and structure.
- Knowledge of the Faculty of Medicine, Health and Human Science and MQ Health policies, systems, processes and procedures.
- Knowledge of how the University and MQ Health work and how relevant functions across the University and MQ Health interrelate.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Contributing to the development and implementation of business and operational plans to meet organisational objectives.
- Identifying, developing and implementing delivery models, programs and processes to enhance operational efficiency in a complex environment.
- Interpretation and application of organisational and relevant external policy and procedures.
- Managing projects and operational plans with diverse stakeholders.
- Managing project teams.
- Building and managing relationships with internal and external stakeholders.
- Working in high-pressure, high-volume work environments.
- Synthesising and analysing data from a number of sources, with proven ability to evaluate and make recommendations for management.
- Work experience in healthcare environment.