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| **Position Title** | Operations Manager (RCSWA) |
| **Classification** | Level 9 |
| **School/Unit** | College Services |
| **Centre/Section** | Rural Clinical School of Western Australia |
| **Supervisor Title** | Senior Manager, College Services |
| **Supervisor Position Number** | 320104 |
| **Position Number** | 316996 |

**Your work area**

College Services provides academic administration and technical support services to the University’s schools, including Heads of School, academic staff and research students. The team is committed to providing effective and efficient services in support of the Schools’ and University’s strategic objectives, with a focus on continuous improvement and best practice. The Schools Operations team provides academic support services and general administrative support to the University’s Schools.

The Rural Clinical School of Western Australia is a unit within the Medical School of UWA, which provides rural clinical training for WA medical students. The RCSWA spans a breadth of some 3,500kms across multiple sites in WA in order to provide a positive rural educational experience, increase the quantity and quality of the rural workforce and in turn improve health outcomes in rural and remote Australia.

**Reporting structure**

Reports to: Senior Manager, College Services

Dotted line reports to: Head of Division (RCSWA)

Direct reports: Team Leaders – North, South, Academic Services Officers/Assistants – Central, IT Business Advisor, Placement Officer, Senior Librarian, Executive Assistant.

**Your role**

Under broad direction, you will provide strategic and operational leadership support to RCSWA, managing staff and resources to support the delivery of rural clinical teaching and research. Working closely with the Head of Division, you will lead strategic initiatives, coordinate services from other professional areas and provide complex troubleshooting and advice to all members of RCSWA in support of the Schools’ goals and objectives. You will oversee a team responsible for providing general administrative support to the school, ensuring adequate ongoing training and development to support the delivery for optimal service delivery.

**Your key responsibilities**

Lead the delivery of high-quality academic services and client-focused support to RCSWA.

Provide strategic advice to the Head of Division (RCSWA) to plan, implement and coordinate activities and initiatives across RCSWA.

Liaise with stakeholders to ensure efficient administration, teaching and research support.

Influence priorities and allocate resources as required, developing proposals and business cases to support the effective execution of RCSWA activities.

Develop, establish and monitor processes to ensure the efficient functioning of RCSWA.

Undertake planning involving resource use or develop proposals for resource allocation

Apply an extensive and in-depth knowledge to provide key strategic advice and liaise with other areas on key issues

Coordinate clinical program support, including assessments, placements, rosters, and mentor programs, while leading the development and implementation of University-wide frameworks for clinical placements and assessments.

Collaborate with medical school partners (UNDA, Curtin) and manage contractual agreements.

Address complex enquiries and provide innovative solutions to emerging issues.

Foster a high performing team culture with ongoing staff development and training.

Perform other duties as directed.

**Your specific work capabilities (selection criteria)**

**Essential**

Relevant tertiary qualification or demonstrated equivalent competency.

Substantial and extensive management experience at an appropriate level.

Excellent written and verbal communication skills, with the ability to negotiate and influence stakeholders.

Strong analytical and problem-solving skills with experience in resource planning.

Proven ability to manage teams and facilitate professional development.

Excellent planning and organisational skills, with a proven ability to contribute to and determine long-term strategic direction, including budget and resource management.

Ability to work independently, show initiative and manage a substantial area.

Proficiency in a range of computing skills, including word processing, spreadsheets, databases, internet and email.

Commitment to providing a high-quality customer service.

**Desirable**

Experience in a rural health or educational settings.

Understanding of the medical workforce.

Knowledge and understanding of rural health workforce issues.

**Special requirements (selection criteria)**

Role is based at a rural site and requires travel between rural and urban locations, with some intrastate and interstate travel as needed.

A current C or C-A driver’s licence required.

**Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University’s Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](https://www.hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](https://www.web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](https://www.safety.uwa.edu.au/)