THE UNIVERSITY OF
MELBOURNE

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

Operations Manager

POSITION NO	0045788
CLASSIFICATION	PSC 8
SALARY	$99,199 - $107,370 p.a.
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time
BASIS OF EMPLOYMENT	Fixed-term for 1 year Fixed term contract type: Externally Funded Contract Employment
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Name: Douglas Boyle Tel +61 3 5823 4521 Email dboyle@unimelb.edu.au *Please do not send your application to this contact*

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

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Position Summary

The HaBIC Research Information Technology Unit (HaBIC R^2) based within the University of Melbourne, Department of General Practice, develops and implements one of the most sophisticated mechanisms for ethical acquisition and management of health data in Australia. This system (Generic Health Information Technology for the Enterprise - GRHANITE) is implemented nationally across more than 1,000 organisations. Working closely with colleagues in Computer and Information Systems (The Melbourne Networked Society Institute - MNSI), we are researching and developing innovative technologies that can support patient consultations and impact long-term health outcomes.

The Operations Manager reports to the R2 Director and is responsible for leading a team of eight 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.

About GRHANITE^{TM}: http://www.grhanite.com/

1. Key Responsibilities

- Manage all aspects of HABIC R^2 project management, including:
    - o Liaison and negotiation with customers to establish project priorities, timescales and deadlines
    - o Development of integrated project plans (including schedule, budget, scope definition, resource plan, etc.)
    - o 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
    - o Schedule tasks across the R2 team to ensure compliance with multiple concurrent project deadlines
    - o Management of project finances, ensuring timely delivery of projects within allocated budget
    - o Management of customer and team expectations
    - o 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 R^2 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 R^2 projects, for internal and external clients, in consideration of relevant Department, Faculty and University finance policies, such as the Research Pricing Policy

- Manage up to eight technical staff within HaBIC R^2 to ensure delivery of multiple concurrent projects within tight deadlines

- Provide leadership and mentoring to the HaBIC R^2 ensuring staff are supported through development programs and performance reviews to maximise their professional growth and effectiveness

- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5

2. 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:
    - o IT proposal development / Statement of Work (SOW) development
    - o Project Pricing / Quote preparation
    - o System development life cycle (SDLC) implementation
    - o 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 R2 Director, the incumbent will be required to work independently and lead a team of up to eight HaBIC R^2 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:

- o Effective communications with the relevant parties/individuals/groups
- o Methodical way of problem identification and root cause analysis of the problems
- o 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 R^2 projects, to ensure successful and timely delivery of projects.

3.5 BREADTH OF THE POSITION

The incumbent is responsible for management of R^2 projects from inception and implementation to completion. The majority of R^2 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 University's People Strategy 2015-2020 and policies that address 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 deserve to service for excellence and reach the targets of Growing Esteem.

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:

http://safety.unimelb.edu.au/topics/responsibilities/

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

6. Other Information

6.1 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. 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 and PhD students.

The Department focuses on clinical and health services research and training to achieve its vision through three major research themes. Using clinical data analytics, we explore patient pathways and describe the epidemiology of health and disease in primary care. We are developing a range of risk stratification tools for use within primary care. With a focus on primary care innovation we develop, test and implement simple and complex interventions including digital technologies with an emphasis on co-design and patient centred care. Our work informs evidence for stepped care models and the medical home. Central to our work is understanding the patient and practitioner experience and involving them in identifying the challenges designing and testing solutions. The Department has successful research programs in Cancer; Children and Young People's Health; Diabetes and Cardio-Metabolic Conditions; Mental Health; and Abuse and Violence.

6.2 MELBOURNE MEDICAL SCHOOL

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

The Melbourne Medical School (MMS) was established in 1862 and has a substantial international reputation for its leadership in teaching and training, health research, policy and practice. The MMS is committed to working with the communities we serve to improve health and advance health care. We will do this through our teaching, learning, research, clinical care and advocacy.

The MMS is composed of nine clinical departments (Clinical Pathology, General Practice, Medical Education, Medicine and Radiology, Obstetrics and Gynaecology, Paediatrics, Psychiatry, Rural Health and Surgery) which are embedded within clinical health services throughout metropolitan Melbourne and rural Victoria.

The MMS delivers a suite of health-related graduate programs including the Doctor of Medicine (MD), the first professional entry Masters level medical program in Australia. The Melbourne MD delivers a fresh approach to medical training and creates a new benchmark in 21st century medical education.

The MMS is committed to improving the wellbeing of the community through the discovery and application of new knowledge. The research effort of the school is highly collaborative and spans basic to translational research and involves over 800 graduate researchers and 1000 academic staff.

The MMS also actively participates in the public debate and advocacy around key health issues and policy based on our values of commitment, integrity, compassion, respect and service.

6.3   FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & 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 $628m 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   GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. http://about.unimelb.edu.au/strategy-and-leadership

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the

University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.
http://research.unimelb.edu.au/our-research/research-at-melbourne

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

- Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

- Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

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 http://www.unimelb.edu.au/governance