

POSITION DESCRIPTION	
<b>Title</b>	Director
<b>Super Stream</b>	Strategic Automation & Digital Experience
<b>Department</b>	Digital Innovation
<b>Classification</b>	DX99
<b>Agreement</b>	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
<b>Reports to</b>	Deputy Chief Digital Information Officer (SA&DE)
<b>Accountable to</b>	Chief Digital Information Officer

## Organisational Overview

The Royal Women's Hospital (**the Women's**), The Royal Melbourne Hospital (**RMH**), and Peter MacCallum Cancer Centre (**Peter Mac**) are leading Victorian public health services located within the Parkville precinct.

The **Women's** is Australia's foremost specialist hospital for women and newborns, delivering primary and tertiary care through a workforce of more than **2,500 staff**, and is internationally recognised for excellence in care, teaching, and research.

The **RMH** is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over **12,000 staff**, RMH is a designated trauma centre and leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

The **Peter Mac** is a global leader in cancer research, education, and treatment, with more than **3,900 staff**, including over **700 researchers**, driving innovation in cancer prevention, diagnosis, and care.

Together, these organisations deliver integrated, research-driven, and patient-centred healthcare to local, state, and international communities.

## Department Overview – Digital Innovation Service

The Digital Innovation Service (DI), hosted by the Women's, provides a unified ICT capability across the Parkville Local Health Service Network. DI supports the Women's, RMH, and Peter Mac by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Between July 2024 and June 2025, DI managed over 139,000 support tickets, supporting than 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct.

In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to Northern Health and Western Health.

## Position Purpose

The Director, Strategic Automation & Digital Experience provides operational leadership and oversight of the organisation's automation, workflow optimisation, and digital experience strategy. The role ensures the seamless integration of intelligent automation, customer-centric digital solutions, and emerging technologies to enhance organisational productivity, employee experience, and service delivery outcomes across the Parkville precinct.

Accountable to the Chief Digital Information Officer (CDIO), the Director ensures the effective operating rhythm of the Super Stream Strategic Automation & Digital Experience, drives a forward-looking automation and digital experience roadmap that aligns with enterprise priorities and supports business transformation. The role is

responsible for ensuring that automation, AI, and experience enhancing technologies are implemented ethically, securely, and at scale, maximising value while uplifting organisational capability, whilst focusing on continuous improvement across teams and vendors.

The Director along with the DCDIO also holds primary site accountability enabling alignment and collaboration across The Women's, RMH, and Peter Mac, supporting the shared vision of an integrated and high-performing digital ecosystem. The role leads multidisciplinary teams, fosters a high-performance culture, and oversees strong governance frameworks to ensure initiatives deliver measurable benefits, operational efficiencies, and strategic impact.

The Director will act for and cover the DCDIO and when required for the CDIO, ensuring continuity of leadership across operational, strategic, and governance functions. In this capacity, the Director represents the Digital Innovation portfolio in relevant forums, provides oversight of ongoing programs and service performance, and ensures that key operational priorities, deliverables, and initiatives continue seamlessly during periods of absence.

## Key Responsibilities

### Strategic Automation & Digital Experience

- Lead the development, execution, and continual refinement of the organisation's strategic automation and digital experience strategy.
- Oversee the adoption and scaling of intelligent automation, AI-enabled services, digital workflows, and experience-enhancing platforms.
- Ensure digital experience design is intuitive, user-centred, and aligned to organisational service excellence standards.
- Develop frameworks and reference architectures guiding automation, digital platforms, and experience design.
- Oversee the delivery of automation and digital experience programs that drive efficiency, productivity, and service uplift across the organisation.
- Evaluate emerging technologies, trends, and opportunities to inform strategic direction and maintain industry leadership.
- Ensure automation and digital platforms integrate effectively with enterprise systems, data architecture, and cybersecurity requirements.
- Champion knowledge-centred support, optimising self-service and digital engagement channels to reduce recurring issues and improve first-contact resolution.

### Strategic Leadership

- Provide senior strategic advice to the CDIO, Executive Leadership Team, and Board on automation, AI, experience design, and emerging digital trends.
- Lead long-term strategic planning, ensuring automation and experience initiatives are aligned with enterprise priorities and business transformation objectives.
- Drive an innovation-focused agenda, promoting experimentation, scalable solutions, and responsible use of emerging technologies.
- Represent the organisation in industry forums, stakeholder engagements, and whole-of-sector initiatives.
- Influence organisational decision-making by presenting strategic insights, risk considerations, investment options, and benefits realisation.
- Promote best practices in knowledge governance, digital tools usage and self-service adoption.

### Operational Performance

- Oversee the operational delivery and optimisation of automation and digital experience platforms, ensuring reliability, scalability, and continuous improvement.
- Establish and monitor KPIs, performance reporting, and governance mechanisms to track program outcomes and ensure accountability.
- Lead benefits realisation processes to ensure automation and digital experience initiatives deliver measurable value and operational uplift.

- Identify operational risks and issues, ensuring effective mitigation, response, and improvement strategies are in place.
- Ensure high-quality delivery of projects and initiatives, meeting deadlines, budgets, and performance expectations.
- Drive integration of automation and digital experience standards into operational workflows across the organisation.

### **People and Culture**

- Lead and mentor multidisciplinary teams, fostering collaboration, accountability, and innovation.
- Build workforce capability and succession aligned with digital platforms and delivery methods.
- Drive professional development, performance management, and career growth.
- Implement innovative workforce practices to optimise resources and enhance people and culture outcomes.
- Promote a culture of inclusion, learning, and accountability consistent with public health service values.
- Encourage behaviours aligned with organisational values and operational excellence.
- Provide digital services support for all hospital sites supported by the Digital Innovation.
- Participate in daily duty roster support across all supported health service sites as required and scheduled.
- Be available for after-hours on-call support duties across all supported hospital sites as required and rostered.
- Participate in off-site support roster as scheduled.
- Role model, lead and ensure coordinated teamwork and information sharing.
- Manage planned leave balances of self and team in line with hospital guidelines and requirements.
- Ensure rosters for self and team are accurate and in accordance with entitlements and attendance requirements.
- Engage in and where required, lead performance management, professional training, and development opportunities.
- Complete all mandatory hospital training requirements within specified timeframes.
- Consistently demonstrate hospital values in all interactions and activities.

### **Stakeholder and Relationship Management**

- Build trusted relationships with the Board, CDIO, executive leaders, business units, and external partners.
- Lead strategic engagement with internal and external stakeholders to ensure alignment, buy-in, and adoption of automation and digital experience initiatives.
- Act as a senior advisor on digital change impacts, user experience, and automation opportunities.
- Facilitate high-level briefings, workshops, and governance discussions with senior leaders and the Board.
- Manage vendor relationships, strategic partnerships, and service providers to ensure value for money and strong performance outcomes.

### **Financial and Risk Management**

- Oversee budgets, contracts, procurement, and expenditure to ensure value, sustainability, and alignment with organisational priorities.
- Lead vendor engagement, contract, and release management within strong governance and risk frameworks.
- Ensure compliance with financial, risk, cybersecurity, privacy, and data protection standards, including ACSC ISM and Essential Eight.
- Develop business cases, analyse costs, and optimise budget allocation for digital innovation.
- Identify and mitigate digital health risks, escalating issues as required to maintain safe and reliable services.

- Support the CDIO in implementing enterprise digital governance frameworks and reporting to executive and board committees.

## Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Partner organisation Board, Chief Executives and Executives	Technology vendors and service providers
Directors and Managers within Digital Innovation	Partner health services and universities
Clinical, Research, and Corporate Leaders	Research collaborators and innovation partners

## Organisational Relationships

- Number of employees that are consumers of the DI service: **19,000+**

## Performance and Accountability

**Performance objectives are set annually with the CDIO, focusing on:**

- Delivery of strategic digital outcomes
- Service reliability and cybersecurity
- Financial sustainability
- Workforce capability
- Innovation and precinct collaboration

## Key Selection Criteria

- Proven leadership of large-scale ICT or digital health environments, including high-performing multidisciplinary teams and digital transformation programs.
- Expertise in digital platform management, data governance, research infrastructure, and adoption of emerging technologies such as AI and automation.
- Ability to engage, influence, and collaborate effectively with diverse internal and external stakeholders.
- Strong commercial acumen, vendor management experience, and strategic financial and operational oversight.
- High-level strategic thinking, planning, and project management capabilities within complex regulatory and health service environments.
- Postgraduate qualifications in Information Technology, Digital Health, or a related discipline, or equivalent senior-level professional experience.

## Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

<b>Physical Demands</b>	<b>Frequency</b>
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
<b>Sensory demands</b>	<b>Frequency</b>
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
Observation skills – assessing / reviewing patients in /outpatients	Prolonged/Constant
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
<b>Definitions used to quantify frequency of tasks / demands as above</b>	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
  - Code of Conduct
  - Confidentiality
  - Data Accountability Framework
  - Infection Control
  - Occupational Health and Safety
  - Patient Safety
  - Performance Development Management
  - Respectful Workplace Behaviours
  - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.  
As a consequence all staff are responsible and accountable to ensure that (within their area of work):
  - Data recording and reporting, is timely, accurate (ie error free) and fit for purpose.
  - Data management system policies and control processes are complied with on all occasions.
  - Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Employee Name:

Employee Signature:

Date:

Developed Date:	December 2025.
Developed by:	Chief Digital Information Officer
Date of next Review:	December 2026