POSITION DESCRIPTION

Title	Manager Automation & Improvement
Super Stream	Strategic Automation & Digital Experience
Department	Digital Innovation
Classification	AO99
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reports to	Director, Strategic Automation and Digital Experience
Accountable to	Deputy CDIO, Strategic Automation and Digital Experience

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 Manager, Automation & Improvement leads the design, implementation, and optimisation of automation and process improvement initiatives within the Strategic Automation & Digital Experience stream. The role focuses on enhancing operational efficiency, improving business processes, and driving innovation through automation technologies and continuous improvement methodologies.

Reporting to the Director, this position provides leadership in identifying automation opportunities, implementing solutions that deliver measurable benefits, and fostering a culture of continuous improvement across the organisation. The Manager ensures that automation initiatives are aligned with strategic objectives,

deliver enhanced user experiences, and contribute to organisational productivity, resilience, and digital capability.

The role combines strategic oversight, technical insight, and operational leadership to ensure that automation projects are delivered effectively, risks are managed, and stakeholders are engaged throughout the lifecycle of improvement initiatives.

Key Responsibilities

Strategic Automation & Digital Experience
- Lead the identification, assessment, and delivery of automation and process improvement initiatives across business units.
- Develop frameworks and methodologies to standardise automation design, implementation, and optimisation.
- Prioritise, scope, and manage automation initiatives to align with organisational strategy.
- Provide guidance on technology adoption, workflow redesign, and integration with existing systems to achieve efficiency gains.
- Ensure automation initiatives enhance digital experiences for both internal users and external stakeholders.
- Monitor and evaluate the impact of automation projects, recommending enhancements to maximise value.

Strategic Leadership
- Contribute to the strategic planning and roadmap of the Strategic Automation & Digital Experience stream.
- Provide leadership and expertise in automation, process improvement, and digital transformation initiatives.
- Translate strategic objectives into actionable improvement projects, ensuring alignment with organisational goals.
- Champion innovation and a continuous improvement mindset across the team and wider organisation.

Operational Performance
- Oversee day-to-day management of automation and improvement initiatives, ensuring projects are delivered on time, within scope, and to quality standards.
- Develop and maintain documentation, performance metrics, and reporting for automation and process improvement activities.
- Ensure adherence to project management and governance processes.
- Facilitate workshops, discovery sessions, and idea generation programs to feed the automation pipeline.
- Evaluate and approve automation and AI tools, ensuring fit-for-purpose adoption across the organisation.
- Partner with DI, compliance, and clinical teams to ensure feasibility, security, and regulatory compliance of automation solutions.
- Drive change management, adoption, and knowledge sharing to ensure smooth organisational uptake of automation solutions.
- Track and report on automation program performance, pipeline progress, and benefits realisation to senior leadership.

People and Culture
- Manage and support multidisciplinary teams, ensuring effective collaboration, clear accountability, and a positive team culture.
- Coordinate workforce planning, recruitment, and onboarding activities to ensure appropriate capability and resourcing for operational delivery.
- Oversee performance management, staff development, and training initiatives to build capability and support career progression.

- Implement workforce processes and practices that promote efficiency, engagement, and alignment with digital and clinical operations.
- Champion a safe, inclusive, and respectful workplace culture that reflects the organisation's values and supports staff wellbeing and continuous improvement.
- 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 and maintain strong relationships with business units, project teams, executive leaders, and technology partners.
- Facilitate stakeholder engagement to ensure alignment on automation priorities and project outcomes.
- Communicate technical and process improvement concepts clearly to both technical and non-technical audiences.
- Collaborate with vendors and partners to ensure solutions meet enterprise architecture, security, and operational standards.
- Act as the primary liaison with business units, understanding operational pain points and identifying high-value automation opportunities.

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
Deputy CDIOs	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
Communications Team	
Project Managers, Product Owners, Business Analysts, and SMEs	
Technical Support Leads & Managers across the precinct	

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

- Bachelor's degree (or higher) in Business, Healthcare Administration, Information Technology, Digital Health, or a related discipline, or equivalent experience.
- 5+ years' experience in process improvement, operations, or digital transformation within healthcare or similarly regulated environments.
- Working knowledge of RPA, AI, and intelligent automation, with the ability to evaluate tools and platforms.
- Experience in pipeline and portfolio management, including business case development and benefits realisation.
- Understanding of healthcare operations, patient workflows, and regulatory requirements.
- Proven leadership in ICT or digital health, including leading multidisciplinary teams and delivering transformation programs.
- Strong stakeholder engagement and influence across internal and external groups.
- Strategic thinking and project management capability in complex government and health service environments.

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.

Physical Demands	Frequency
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
Sensory demands	**Frequency**
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
Psychosocial demands	**Frequency**
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

Definitions used to quantify frequency of tasks / demands as above	
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