

POSITION DESCRIPTION	
Title	Portfolio Director
Super Stream	Project Delivery & Transformation
Department	Digital Innovation
Classification	DX99
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reports to	Chief Digital Information Officer
Accountable to	Deputy 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 Portfolio Director, Project Delivery & Transformation provides operational leadership for shaping, governing, and delivering the organisation's enterprise-wide digital transformation portfolio. The position provides strategic oversight, direction, and assurance across all major digital programs and projects, ensuring alignment with organisational strategy, legislative and compliance requirements, and digital best practice.

Accountable to the Deputy Chief Digital Information Officer (DCDIO), the Director ensures the effective operating rhythm of the Super Stream Project Delivery & Transformation, with a clear focus on driving modern delivery methodologies, enabling sustainable change, and ensuring digital investments deliver measurable value and uplift across the organisation. This includes maturing enterprise portfolio management capabilities,

embedding robust project governance, establishing enterprise change frameworks, and driving cross-functional collaboration to accelerate digital outcomes.

The Project 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. Through strong governance, stakeholder engagement, and a focus on service excellence, the position ensures transparent reporting, risk visibility, and investment insight to support informed decision-making. The position is accountable for building high-performing teams, uplifting organisational capability in project and change delivery, and fostering a culture of innovation, accountability, and continuous improvement.

The Project 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

Project Delivery & Transformation

- Lead and manage the delivery of the organisation's full digital transformation portfolio, ensuring initiatives are delivered on time, within scope, and to approved budget and quality standards.
- Oversee the enterprise project management office (EPMO) or transformation office functions, including methodologies, standards, tools, artefacts, and project assurance practices.
- Drive the adoption of modern delivery approaches—including Agile, hybrid, and iterative methods—to optimise time-to-value and improve delivery predictability.
- Ensure digital transformation initiatives have clear business cases, benefits realisation plans, and traceable value outcomes that support organisational goals.
- Provide expert leadership on complex, high-risk, enterprise-scale digital programs, including remediation support when critical projects require course correction.
- Champion organisational change management (OCM) uplift and integration, ensuring change impacts, readiness, communication, and training plans are embedded and effective.
- Monitor transformation performance metrics and portfolio health to provide actionable insights and continuous improvement opportunities.

Strategic Leadership

- Shape the organisation's digital transformation strategy in partnership with the CDIO, Executive, and key organisational leaders.
- Provide strategic direction for all project delivery and transformation activities, ensuring alignment to digital, organisational, and government strategies.
- Lead long-term planning for the digital transformation investment pipeline, including prioritisation, road mapping, and capacity modelling.
- Serve as a trusted advisor to the CDIO, Executive team, and Board Members, offering strategic insights on delivery risks, opportunities, and emerging digital trends.
- Foster a culture of innovation, anticipating future organisational needs and shaping the digital transformation agenda accordingly.
- Influence organisational decision-making by preparing high-quality strategic papers, submissions, recommendations, and governance documentation.

Operational Performance

- Lead operational excellence across portfolio management, project governance, reporting, and assurance functions.
- Ensure portfolio reporting is accurate, transparent, and timely for Executive and Board scrutiny.
- Implement and maintain consistent delivery frameworks, ensuring compliance with organisational, regulatory, and audit requirements.

- Strengthen enterprise-wide OCM and delivery capability through tools, templates, standards, training, and advisory support.
- Drive efficiency in delivery operations, optimising resource allocation, systems, and processes.
- Oversee vendor performance related to project and transformation services, ensuring contracted deliverables and service levels are met.

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 and maintain strong relationships with Executives, Board Members, senior leaders, business units, and external partners.
- Provide portfolio and transformation updates to the CDIO, Executive Committee, and Board, ensuring clarity of risks, issues, dependencies, and benefits.
- Partner with business leaders to ensure digital transformation priorities reflect organisational needs and enable strategic outcomes.
- Facilitate cross-departmental collaboration to remove barriers, manage dependencies, and support enterprise-level transformation.
- Represent the organisation in interactions with external vendors, government partners, and regulatory bodies related to digital transformation activities.
- Manage expectations, alignment, and communication across diverse stakeholder groups to ensure support for major transformation initiatives.

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.

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
