Position Description

Title	People & Transformation Lead
Department	Chief Operating Officer Directorate
Classification	Administration Officer Grade 5 (AO51-AO52)
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Responsible to	Director, Operational Transformation

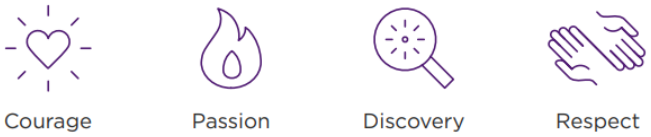
About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

Position purpose

The People & Transformation Lead is a senior leadership role within the Operational Transformation team and reports directly to the Director, Operational Transformation. The role is responsible for leading the people-focused aspects of operational transformation projects and organisational improvement initiatives, ensuring workforce impacts, stakeholder needs and organisational readiness considerations are effectively integrated into project planning and delivery.

Working in partnership with Executive, clinical and operational leaders, the People & Transformation Lead provides strategic leadership and specialist expertise in stakeholder engagement, organisational readiness, workforce transition, communications, adoption and capability development. The role is responsible for enabling successful implementation of new operating models, organisational structures, processes and ways of working through a proactive and people-centred approach.

The position works closely with the Operational Transformation Team, People & Culture, Industrial Relations, Communications and project teams to support consultation activities, manage workforce impacts and ensure transformation initiatives are implemented in a transparent, respectful and compliant manner. The role supports leaders to navigate complex organisational change, builds organisational capability and fosters engagement and commitment across all levels of the organisation.

Responsibilities & Major Activities

Duties will include, but are not limited to the following:

Strategic Transformation Leadership

- Provide strategic transformation leadership and specialist advice to support major organisational transformation, service improvement and workforce redesign initiatives.
- Partner with Executive Directors, Directors, senior leaders, clinical leaders and project teams to align transformation strategies with organisational objectives, implementation priorities and desired outcomes.
- Act as a trusted advisor to leaders on workforce impacts, organisational readiness, stakeholder engagement and transformation delivery.
- Coach and mentor leaders to effectively lead teams through transformation, foster engagement and build commitment to new ways of working.
- Build organisational capability in transformation leadership, stakeholder engagement, organisational readiness and adoption practices.
- Provide strategic guidance and support to project teams to embed people-centred approaches within transformation initiatives.
- Foster a high-performing, collaborative, inclusive and psychologically safe culture across transformation activities.
- Promote organisational values and behaviours and contribute to strategic planning, innovation and continuous improvement initiatives.

Workforce Transition & Consultation

- Lead workforce transition planning associated with operational transformation initiatives.
- Partner with Executive Directors, Directors, Managers, People & Culture and Industrial Relations teams to support consultation, organisational redesign and implementation activities.
- Identify workforce impacts, industrial considerations and organisational risks arising from transformation initiatives.

- Support leaders in planning and undertaking consultation activities in accordance with organisational policies, enterprise agreements and legislative requirements.
- Develop workforce transition and implementation strategies that support successful organisational outcomes while maintaining employee engagement and wellbeing.
- Develop mitigation strategies to address workforce risks and support successful implementation outcomes.
- Support the development and implementation of future workforce structures, role design and operating models aligned to organisational objectives.

Stakeholder Engagement and Communications

- Lead stakeholder engagement activities and support consultation processes across clinical, operational and corporate divisions to enable successful transformation outcomes.
- Develop and deliver engagement and communications strategies that build awareness, understanding, trust and commitment throughout the transformation lifecycle.
- Translate complex transformation initiatives into clear, meaningful and relevant messages tailored to diverse stakeholder groups.
- Partner with Communications teams to develop and deliver consistent messaging that supports organisational alignment and understanding.
- Facilitate workshops, forums and co-design activities that support collaboration, engagement, decision-making and successful implementation outcomes.
- Establish and maintain effective stakeholder relationships that support long-term adoption and sustainability of transformation initiatives.

Organisational Readiness and Change Delivery

- Lead organisational readiness assessments, stakeholder analysis and impact assessments for major transformation initiatives.
- Develop and implement organisational readiness, learning, capability and adoption strategies that support workforce transition and sustainable outcomes.
- Work collaboratively with People & Culture, Industrial Relations and operational leaders to support workforce impact assessments, workforce planning and implementation activities.
- Identify organisational risks, barriers and dependencies and implement mitigation strategies to minimise disruption and support successful delivery.
- Establish and support transformation champion networks and leadership forums to strengthen engagement, adoption and sustainability.
- Support the design and implementation of future-state operating models, workforce models, governance frameworks and new ways of working.
- Monitor readiness and adoption metrics and implement interventions to address identified gaps and risks.

Governance, Performance and Benefits Realisation

- Develop and maintain transformation frameworks, implementation plans, governance artefacts and reporting mechanisms that support effective transformation delivery.
- Monitor and evaluate organisational readiness, workforce transition, stakeholder engagement and adoption outcomes using agreed performance measures and success indicators.
- Track and report on people-related benefits, implementation outcomes and transformation objectives.

- Prepare high-quality executive reports, briefing papers, dashboards and committee papers that provide clear insights into progress, risks, issues and outcomes.
- Manage transformation-related risks, issues and dependencies and ensure effective escalation where required.
- Support evidence-based decision-making through analysis, performance reporting, benefits evaluation, lessons learned and continuous improvement activities.

People Leadership and Culture

- Ensure employees receive timely and constructive feedback, coaching, professional development and growth opportunities.
- Model a culture of continuous learning by actively seeking, receiving and acting on feedback from leaders, peers and team members.
- Foster and maintain an inclusive, respectful and psychologically safe workplace culture.
- Contribute to workforce capability development and succession planning within the Operational Transformation team.
- Undertake other duties commensurate with the classification, responsibilities and scope of the role.

Key Performance Indicators (KPI's)

Key performance measures are how performance in the role will be assessed against the responsibilities outlined in this Position Description. Performance measures will be further discussed and agreed as part of your Performance Development plan during the first six months of appointment.

Key selection criteria

Experience/qualifications/attributes

- Relevant tertiary qualification in Transformation, Change Management, Organisational Development, Business, Human Resources, Communications, Health Administration or a related discipline, with the ability to apply contemporary change management methodologies and practices.
- Proven capability in stakeholder engagement, strategic communications, organisational readiness, leadership coaching and influencing senior stakeholders to achieve sustainable change outcomes.

Essential:

- Demonstrated experience leading complex organisational change, transformation and service improvement initiatives within large and complex environments.
- Demonstrated ability to communicate, both verbally and in writing, in a clear, concise, logical, unambiguous, effective and professional manner
- Experience in facilitating and leading co-design and person-centered practices
- Demonstrated commitment to creating and role modelling safe, inclusive, and respectful workplaces.
- Experience within the healthcare or public sector environment, including large-scale transformation, service redesign, workforce transition or digital transformation initiatives.

Desirable:

- Formal Change Management certification and/or postgraduate qualifications in a relevant discipline.
- Demonstrated experience leading complex transformation and change programs, preferably within the health sector.

Organisational relationships

Internal relationships

- Chief Operating Officer
- Director, Transformation
- Project Team
- Administration Team
- Executive Board Chair and Board Directors
- Directors (Clinical and Non-Clinical)
- Managers (Clinical and Non-Clinical)
- Medical, Nursing, Midwifery and Allied Health
- People, Culture and Wellbeing Team
- Digital Informatics and Analytics Team
- Business Partners (e.g. People, Culture & Wellbeing, Finance, Quality and Safety, EMR - CAHIO)
- Systems Improvement Project Management Team

External relationships

- Department of Health
- Victorian public health services
- Health Service Partners
- Parkville Precinct Partners
- Universities and Research Partners
- Professional Bodies
- Consumer and Community Representatives
- External Consultants and Advisory Partners
- Consumer and advocacy organisations
- Relevant Unions

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Frequent
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	Rare
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
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	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift	Constant

Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Constant
Working with distressed people and families	Constant
Dealing with aggressive and uncooperative people	Not applicable
Dealing with unpredictable behaviour	Not applicable
Job demands – high workload, tight deadlines, and competing priorities	Not applicable
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Not applicable
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	

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	1 – 15% of time in the position

Employee Responsibilities and Accountabilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

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Developed date: November 2026

Developed by: Director, Operational Transformation

Date of next review: November 2027
