

Position Description

Position Title:	Executive Director Strategic Operations		
Reports to	Chief Executive Officer		
Directorate:	Strategic Operations		
Business Unit	Strategic Operations		
Number of Direct Reports	5.8 EFT	Budget Responsibilities	To be Determined
EMPHN Classification	Executive		

Approved by:	Robin Whyte	Date:	8/05/2018
Next Review Date:	June 2019		

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

Reporting directly to the Chief Executive Office (CEO), the Executive Director Strategic Operations will be responsible for leading a professional team to ensure the provision of high quality support services to EMPHN enabling the organisation to meet its operational requirements and strategic priorities. Specifically the position will provide strategic and day-to-day executive level leadership to the following functions;

- Finance (including accounting, budgeting financial reporting and payroll);
- Systems Intelligence and Data Analytics;
- ICT
- Organisational Planning, Performance and Reporting;
- Human Resources (including Competency Development, Culture & Engagement, Organisational Behaviour, Talent Management and OH&S);
- Marketing and Communications (including internal and external communications, design and event planning)
- Compliance and Risk Management (including quality, ISO accreditation and procurement); and
- Facilities.

Key Relationships and Stakeholders

- EMPHN Board and associated Committees
- EMPHN CEO & Executive
- EMPHN Senior Leadership team and employees
- External providers (ie IT Managed Service Providers, legal firms, etc)
- PHN counterparts and Government representatives
- Commonwealth Government departments and agencies as required

Accountabilities

Leadership

- Support and assist the CEO to formulate strategic organisational, financial and administration objectives and strategies to ensure the progressive, sustainable and equitable development of EMPHN.
- Provide direction, leadership and support to the CEO and staff by facilitating the effective deployment of support services resources and processes to meet the organisation's goals, aims and objectives.
- Provide leadership, guidance and direction to the Strategic Operations Directorate to ensure Directorate priorities and operational goals are met and that the team partners with the business in a highly effective, response and customer-focused manner.
- Mentor and develop a motivated, innovative and highly skilled team.
- Contribute to the overall organisational planning, development, operations and evaluation of EMPHN by active participation as a member of the executive management team.

Stakeholder & Relationship Management

- Build effective and beneficial relationships with external counterparts, sector and professional networks and government representatives.
- Oversee the annual planning process and liaison with the Commonwealth Government.
- Represent EMPHN at meetings with partner organisations, local providers and community members as well as government and non-government agencies as required.

Financial Management

- Be responsible and accountable for the organizational and financial performance outcomes of the directorate ensuring that plans are met and managers coached effectively to understand and achieve performance targets
- Work in cooperation with the Chief Executive Officer and Executive Management Team to develop and sustainably manage an operating budget for the organisation.
- Ensure the preparation of timely, accurate and comprehensive financial and KPI reports including:
 - Board financial reporting;
 - Monthly management and financial reports;
 - Annual audited financial statements;

Analytical

- Oversee centralized data governance and analysis principles to ensure work undertaken is supported by detailed and relevant analysis of health needs.
- Provide strategic advice to the CEO and Executive team in relation to improving the understanding of the health needs of the catchment.

Position Description

Improvement & Innovation

- Oversee the review, development and implementation of all areas of business operations to improve efficiency and effectiveness of support services.
- Oversee the development and implementation of an appropriate ICT system architecture strategy ensuring that relevant, responsive and high quality business systems are in place to support the organisation.
- Contribute to overall policy-making, service development and strategic indicators.
- Undertake special projects, as appropriate, consistent with the aims of the organisation.
- Actively participate in accreditation and quality activities as required.
- Ensure that legislative, compliance, and external and internal reporting requirements for EMPHN are met.
- Promote and ensure a culture of excellence, continuous improvement and high performance.

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Tertiary qualification in business and / or finance or related discipline is mandatory.
- Masters degree or equivalent postgraduate qualification(s) in business or other relevant field is preferred.
- Possession of CA / CPA status (or equivalent) is desirable.

Knowledge, Skills & Experience

Leadership Skills

- Demonstrated advanced skills in organisation development and change leadership skills.
- Leadership, coaching and team skills to build a productive and cohesive team, with the ability to manage and develop others to achieve organisational goals and objectives.
- Extensive experience in managing and leading a cross functional team.

Stakeholder & Relationship Engagement

- Experience in relationship development and engagement with service providers and contractors.
- Ability to work collaboratively and partner with internal and external stakeholders to deliver shared outcomes.

Improvement & Innovation

Position Description

- Strategic thinking and decision-making skills to enable the formulation of strategies that will improve the performance, efficiency and effectiveness of the organisation as a whole.
- Well-developed negotiating and management skills to foster continual improvement and to enable effective implementation of plans across the organisation.

Communication & Interpersonal skills

- Excellent communication skills, both written and verbal, with the ability to communicate to influence.
- Effective planning, organising and time management skills to effectively establish the priority and scheduling of work tasks and projects to ensure work priorities are completed on time and within budget.

Financial Management & Analysis

- High level financial management skills; including the capacity to interpret and present detailed financial projections, reports and analysis.
- Strong conceptual, analytical and problem solving skills to enable the identification of issues, analysis of options and the judgement to determine appropriate courses of action relevant to achieving positive outcomes and long-range budgetary and organisational goals.
- Experience in a senior finance position including presenting financial reports to all levels of an organisation, including Boards.

Personal Qualities

- Integrity, judgement and maturity to ensure matters of a confidential or sensitive nature are handled appropriately.
- Flexibility, adaptability and a positive attitude.
- Resourcefulness and ability to operate in the non-government sector environment.
- Drive to achieve.