



Position Description

Position Title:	Operations Manager (MVEC)
Salary Range:	Professionals & Administrative Salaries Level 7 Step 2-4
Reporting Manager:	Nigel Crawford/Daryl Cheng
Direct Reports:	MVEC Research Nurses, Communication Assistant, Administrative Assistant
Home Group:	SAEFVIC

Who are we?

The Murdoch Children's Research Institute (MCRI) is home to significant scientific discoveries. We believe there is an answer, a cure or a better treatment for every childhood condition – and we're determined to find it.

We are a diverse team of world-leading researchers, doctors, engineers, and hardworking professionals in corporate and scientific services from all corners of the world with one shared goal – to transform child health worldwide.

Our strength lies in our partnership and co-location with The Royal Children's Hospital and the University of Melbourne – the Melbourne Children's Campus. This rare model amplifies opportunities to quickly translate research into clinical care.

At MCRI, you'll also find our subsidiary organisation, the Victorian Clinical Genetics Services (VCGS), a specialist childhood, prenatal and adult genetics service. VCGS provides an integrated genetic consultation, counselling, testing and diagnostic support service to children, adults, families and prospective parents.

Together, we share a powerful vision: re-imagine the future of child health.

What is it like to work for us?

We are committed to ensuring a positive working environment that values all backgrounds and experiences. We cultivate an inclusive culture that is underpinned by equal opportunity for all and a culture based on respect, consideration and dignity. We are also committed to developing our people and fostering an environment where learning and development is central to our staff reaching their full potential.

Position Overview

MVEC (Melbourne Vaccine Education Centre) is part of the Victorian immunisation science ecosystem based at MCRI, with a local, national and international footprint. Together with the SAEFVIC (Surveillance of Adverse Events Following Vaccination In the Community) clinical service, clinical research and the Victorian Specialist Immunisation Services (VicSIS) teams, MVEC aims to shape the future of vaccine safety surveillance and education for health professionals and consumers. MVEC was accorded VSN (Vaccine Safety Network) membership by WHO (World Health Organization) in 2019 - recognised as a world-leading body in vaccine safety education. The MVEC Operations Manager is a dynamic and proven leader responsible to oversee the operation, function and administrative functions of MVEC. This includes leading a cohesive team and providing a supportive environment to achieve excellence and integrity in the delivery of immunisation science education to a range of stakeholders. By contributing to the development, execution and co-ordination of planning to articulate the value of MVEC this will increase awareness and amplify the profile of MVEC as the premier online immunisation education resource based at MCRI. This in turn will support our role to deliver cutting edge educational resource and information to health professionals and the public, in a simple, accessible manner. In this innovative role, you will have a primary role in maintaining quality operational integrity across all MVEC's education

platforms. This includes intersecting with MVEC content experts (nursing and medical), communications and technical teams - managing a range of elements including program design and scoping, business case development and pursuing growth and development opportunities.

Key Accountabilities

- Operational service delivery across all of MVEC's platforms, resources and programs.
 - Engaging with key stakeholders (e.g. Victorian Dept of Health, WHO VSN etc.).
 - Achievement of YOY stakeholder reach and expansion KPIs.
 - Maintaining operational quality and compliance.
 - Managing team engagement, performance management and career development.
 - Developing frameworks, program scoping and business cases for MVEC related programs.
 - Working with integrity, enthusiasm and efficiency.
 - Contributing in a collaborative way to the strategy, support and development team's activities and priorities.
 - Adhering to SAEFVIC and MCRI policies.
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Selection Criteria

Essential

- Previous high level managerial experience, preferably in a health-related context of complex multidisciplinary teams.
- Ability to think strategically and operationalise plans.
- Demonstrated skills in managing multiple competing priorities to drive results.
- Experience in program development, project management, financial management and reporting processes.
- High level computer literacy and knowledge of Microsoft suite programs and teleconferencing applications (e.g. Microsoft Teams, Zoom, etc.).
- Translation of data into insights, outcomes and efficiencies.
- Experience of communicating complex topics to different audiences and stakeholders.
- Proven ability to organise and co-ordinate planning across multiple stages, stakeholders and time periods.
- Proven ability to be flexible, adaptable and learn quickly.
- Demonstrate and encourage leadership and teamwork.
- Ability to build professional relationships with internal staff members, customer and stakeholders.
- Advanced written and oral communication, interpersonal and presentation skills.
- Ability to represent the organisation in a positive and confident manner.
- Ability to work remotely when required.
- Proficient in using Microsoft Office packages including Word and Excel and CMS based program (e.g. WordPress)

Desirable

- Capability in visual or website development (Wordpress platform).
 - Has an eye and keen interest for creativity, design and aesthetics.
 - Strong analytical abilities to analyse customer data and determine if strategies are effective in enhancing the customer experience.
 - Experience of working in an academic research environment.
 - Experience of working in a fast-paced environment.
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Conditions of Employment

- Working with Children & National Police Clearance (if appointed) in compliance with the Victorian Governments Child Safety Standards.
- The right to reside and work in Australia and you meeting any applicable visa conditions.

Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community.
- Employees conducting duties on behalf of MCRI are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role.
- We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Standards Policy.
- Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely.

As MCRI evolves to meet its changing strategic and operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.