

## Position Details

<b>Position Title</b>	Service Delivery Officer
<b>Classification</b>	Program Officer
<b>Business Unit</b>	Insight, Performance and Digital Services
<b>Reporting Relationships</b>	<b>Reports to</b> – Caroline Shelton, Service Delivery Manager <b>Number of direct reports</b> - Nil
<b>Work hours/ Employment Type</b>	Full Time (1.0 FTE), Permanent
<b>Location</b>	737 Bourke Street, Docklands Victoria 3008

If you need assistance or reasonable adjustments to fully participate in the application or recruitment process, please refer to '[NWMPHN Commitment](#)' section contained in this document below.

## NWMPHN Values



## About Us

Melbourne Primary Care Network Ltd (MPCN) trading as North Western Melbourne Primary Health Network (NWMPHN) is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 2015 to improve the health of people who live in their region, particularly those most at risk of poor health outcomes. Everything we do is aimed at improving the health and wellbeing of our community. Our 5 strategic objectives from our [Strategic Plan](#) are:

1. To be a trusted partner in building a high-performing and sustainable health care system.
2. To listen to what people value in their health care and place this at the centre of all that we do.
3. To build the capability of primary health care providers.
4. To generate, translate and share data and evidence about population health needs and outcomes.
5. To work together to build a thriving organisation that is well-governed and financially and environmentally sustainable.

For more information, visit [our website](#).



## About the role

The Service Delivery Directorate provides operational support and coordination for Insight, Performance and Digital Services (IPDS)-led projects to ensure timely, efficient, and high-quality implementation. The team delivers Level 1 support for key data systems and supports program and project coordination of NWMPHN's data and system development initiatives.

The Service Delivery Support Officer provides operational and administrative support to ensure the effective delivery and continuous improvement of services across the IPDS portfolio. This role plays a key part in maintaining service continuity, enhancing responsiveness to user needs, and supporting cross-functional collaboration to deliver high-quality digital and information services. This position requires a highly motivated person with excellent planning, stakeholder management and coordination skills.

People with diverse backgrounds and lived experiences are strongly encouraged to apply for all roles at NWMPHN.

## Key Responsibilities

- Provide proactive administrative and operational support to the Service Delivery Manager and broader IPDS team to ensure effective coordination of daily activities and alignment with service delivery priorities.
- Coordinate and track service requests, issues, and projects, ensuring accurate documentation, timely communication, and appropriate escalation. Support continuous monitoring to identify and address delays or risks early.
- Support vendor engagement and performance management by assisting with contract administration, facilitating issue resolution, preparing for meetings, and maintaining up-to-date records of vendor activity and outcomes.
- Maintain and improve service delivery systems and documentation, including catalogues, incident logs, change records, and knowledge bases, ensuring accuracy, accessibility, and alignment with compliance and audit requirements.
- Engage with internal and external stakeholders to support consistent service delivery, resolve operational issues, and build collaborative working relationships that reflect cultural awareness and organisational values.
- Assist in the preparation of service performance reports and metrics, contributing to the analysis of trends, identification of issues, and support for evidence-based decision-making across the IPDS function.
- Participate in continuous improvement initiatives by identifying inefficiencies, recommending process enhancements, and supporting the implementation and review of agreed changes to improve service outcomes.
- Coordinate logistics for meetings, workshops, and stakeholder engagements, ensuring effective planning, documentation, and follow-up to support collaborative and productive outcomes.
- Maintain up-to-date knowledge of service delivery frameworks, compliance obligations, and organisational policies, applying this awareness to support sound decision-making and continuous quality improvement in IPDS activities.

Other related tasks and duties as determined by the CEO and/or your Executive Director (IPDS), that are consistent with a position of this band and skills requirement.

**Key Selection Criteria** Tertiary qualification in health, social sciences, or related studies and/or relevant 'on the job'/ professional skills and expertise.

- Ability to solve relevant issues based on previous experience and/or by the effective application of established techniques and procedures.
- Demonstrated skills, knowledge and experience in managing project deliverables and outcomes in line with the project plan.
- Advanced interpersonal, written and communication and negotiation skills; including the ability to engage with a wide range of stakeholders.
- Demonstrated ability to initiate, influence and manage stakeholder relationships and expectations.

### Desired Requirements

- Experience working with data and/or in a data orientated environment.
- Ability and willingness to embrace new/innovative technology, methods, products and processes in the pursuit of continuous improvement.
- Project and program management and monitoring.

### Key Accountabilities for All NWMPHN staff:

- Culture
- Quality Management Systems (QMS)
- Information Security Management Systems (ISMS)
- Work Health and Safety (WHS)

For more information on Key Accountabilities, read [here](#)

### Key Relationships

Internal	External
Executive Director	Other PHNs
Line Manager	Other relevant stakeholders
Insights, Performance and Digital Services Team	Vendors

### Key Competencies

Each role level at NWMPHN has a defined Competency Profile; a description of the level of skill and behaviours needed for the role. Please see Appendix 1 for the defined competencies for this role.

### Other Requirements

- 1. National Police Records Check**  
Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employer.
- 2. Child Safety**  
NWMPHN is committed to the safety and wellbeing of all children and young people. This applies to all Board members, Sub Committee members, staff, students and all commissioned providers.
- 3. Physical Requirements and Work Environment**  
[The standard activities for administrative roles at NWMPHN](#) are applicable for this role.

## NWMPHN Commitment - Equal Employment Opportunity

We welcome applications from people with diverse backgrounds and lived experiences, including Aboriginal and Torres Strait Islander Peoples, People from Culturally and Linguistically Diverse (CALD) backgrounds, LGBTQIA+, People with disability, as diversity and inclusion drives our success.

We recognise the importance of attracting and retaining talent that reflects the diverse community we live in. Research shows that teams with diverse experiences and perspectives are more creative and better problem-solvers.

It is important to us that all candidates can participate equitably in the recruitment process. If you need assistance or adjustments to fully participate in the application or interview process, please contact the NWMPHN HR team at [careers@nwmpnhn.org.au](mailto:careers@nwmpnhn.org.au) for a confidential conversation.

### Supporting our employees balance their work and life commitments

The nature and scope of flexible work options available will depend on the nature of the position. Applicants are encouraged to discuss flexible work arrangements with the hiring manager during the recruitment process.

### Authorisation

This position description is current at the date of approval and may be amended in conjunction with the current incumbent and based on organisational requirements.

Chief Executive Officer	Date:
Signed: _____	

## Appendix 1 - Competencies for Program Officer

### Core skills for work

**Navigate the world of work** - Self manages personal development, takes initiative to build upon capabilities obtained via qualifications and/or experience. explores options when unsure about what to do or how to go about it and demonstrates the values of the organisation through projects and stakeholder engagement

**Interact with others** - Applies appropriate communication approaches using organisational practices and protocols in work context, recognises personal strengths and challenges associated with interacting with others in work contexts and identifies impact of own & others' emotions and behaviours when conflict arises

**Get the work done** - Plans routine tasks takes responsibility for decisions and actively contributes group/team problem solving and decision- making when required

### Collective Commissioning

**Leadership and change management** - Contributes to the delivery of business plan activities, understands and communicates the role of the organisation and supports ongoing relationships with key stakeholders

**Codesign and community development** - Participates in codesign and community engagement activities, supports the management of key relationships with clinicians, consumers, carers and the community throughout the process and operates with cultural sensitivity

**Population health** - Participates in commissioning activities using organisational population health approach, has an awareness of local health needs and works with stakeholders and consumers in improving the health of priority populations

**Collaborative arrangements** – Undertakes activities to maintain collaborative and productive arrangements in a respectful and trusting manner, models transparency, data sharing and open dialogue and monitors and reviews arrangements to ensure effectiveness

**Market management** - Awareness of market characteristics, contributes to the implementation of market management activities and participates in the delivery of innovative procurement processes and practices

**Organisational Capability** - Participates in commissioning activity in accordance with organisational governance arrangements, policies procedures, systems and processes, raises opportunities to improve efficiency and effectiveness and models a quality improvement culture

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



T (03) 9347 1188 | F (03) 9347 7433 | E [nwmpn@nwmpn.org.au](mailto:nwmpn@nwmpn.org.au) | W [nwmpn.org.au](http://nwmpn.org.au)  
ABN 93 153 323 436 Level 6, 737 Bourke Street, Docklands, VIC 3008