

Role Name: Business liaison lead – Operations Transformation

Role data

Position no.	E13401	Work Area Profile	Operations Transformation
Work Level Classification	L7	Directorate/Business Unit	Health Workforce CC 4294 (function 05)
Reports to (role)	OM – Ops Tx	Location	Any
No. direct reports	Nil	No. of indirect reports	Nil
Version date	June 2026	Tenure	Fixed term to 30 June 2027

Work area profile

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website:

www.ahpra.gov.au

The Operations Transformation function is a national service working in partnership with Health Workforce, Health Regulation, Technology and others to improve our regulatory processes, and the systems that enable them. Our goal is to give staff the right digital tools to do their jobs well and make it easier for people who interact with our systems.

We are the conduit between business and Technology to translate business requirements to system functionality to deliver business value from digital enablement. As we mature, the function will develop simple, repeatable ways to help staff get ready for changes and adopt them confidently, considering their capacity to adjust and manage new ways of working.

The role of the Operational Transformation function will continue to be defined over the period of this fixed-term position to inform ongoing service requirements.

Role purpose

Provide enterprise-level expertise in aligning and simplifying business workflows to improve end-to-end service delivery, staff experience and regulatory outcomes.

Act as a critical interface between frontline operations, business leadership and technology teams by maintaining deep, trusted relationships with frontline staff and managers, ensuring their lived experience directly shapes how work is designed, prioritised and delivered.

Apply advanced judgement to redesign workflows that are simple, consistent and fit-for-purpose, and ensure supporting systems, processes and policies enable, not hinder, delivery.

Australian Health Practitioner Regulation Agency
National Boards

GPO Box 9958 Melbourne VIC 3001 Ahpra.gov.au 1300 419 495

Ahpra and the National Boards regulate these registered health professions: Aboriginal and Torres Strait Islander health practice, Chinese medicine, chiropractic, dental, medical, medical radiation practice, midwifery, nursing, occupational therapy, optometry, osteopathy, paramedicine, pharmacy, physiotherapy, podiatry and psychology.

Key accountabilities

- Build and sustain deep, trusted relationships across frontline staff, operational leadership and technology stakeholders
- Develop a strong, evidence-based understanding of how work is performed, including variations (and the drivers of these), constraints and workarounds. This includes integrating frontline insight with operational data to inform decision-making
- Systematically capture and synthesise frontline insight to identify workflow inefficiencies, duplication and risk and translate frontline experience into enterprise workflow priorities and improvement opportunities that reduce administrative burden, and provide an improved staff and customer experience within and across our regulatory services
- Ensure redesigned workflows are implementable, clearly understood and adoptable in practice and what readiness activities would be needed to support by testing options with frontline staff and managers
- Work with front line staff and managers to identify and confirm the remediation path to resolve barriers to adoption, including misalignment with policy, tools or capacity
- Confirm the relevant metrics and target changes to measure the impact of changes and realisation of value
- Align stakeholders to the prioritisation approach and delivery schedules, supported by feedback and communication channels that build transparency and understanding.
- Establish and monitor the effectiveness of ongoing mechanisms to capture feedback on workflows and identify improvement opportunities
- Coach others to engage effectively with frontline staff and translate insight into practical improvements
- Promote a culture of simplicity, consistency and continuous improvement
- Contribute to development of repeatable frameworks and tools for workflow alignment
- Other duties as directed by the Operations Manager – Operations Transformation
- Health safety and wellbeing: Ensuring that Ahpra is a healthy and safe working environment with the required level of care and respect for others. This means to:
 - take reasonable care for own and others' health, safety and wellbeing
 - proactively raise any health, safety and wellbeing concerns
 - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Advanced
Generates and delivers the strategic vision	Advanced
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Highly Advanced
Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Intermediate
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	Tertiary qualification and/or equivalent level of experience.
Experience	Demonstrated experience delivering continual improvement in a dynamic regulatory context. Demonstrated experience delivering high-quality, customer-focused services in a complex, high-volume environment. Demonstrated ability to work effectively across multi-disciplinary teams, manage competing priorities and meet time-critical deadlines. Demonstrated experience in leading teams through complex and ambiguous change with high levels of resistance to deliver business value. Advanced customer service and user experience skills, with strong relationship-building capability across teams and stakeholders. Advanced research, conceptual and analytical skills, including interpreting information, policy and procedures to support practical implementation. Advanced organisational and time management skills, with the ability to

	prioritise workload in response to changing business needs. Advanced written and verbal communication, negotiation and influencing skills, including the ability to engage effectively with people at all levels. Ability to work collaboratively as part of a small team, show initiative and work independently when required.
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Key relationships

Internal relationships	External relationships
Ahpra staff and their managers	External vendors and consultants engaged in relevant initiatives
Technology – Digital delivery	
Regulatory program management and program support functions	