

Role Name: Program facilitator – Operations Transformation (Business system operations)

Role data

Position no.	E13400	Work Area Profile	Operations Transformation
Work Level Classification	Classification 4	Directorate/Business Unit	Health Workforce CC 4294 (function 05)
Reports to (role)	Operations Manager– Ops Tx	Location	Canberra or Melbourne
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

The Program Facilitator is responsible for coordinating and supporting the delivery of program activities to ensure work is progressed in a timely, consistent and well-governed way.

The role enables effective program delivery by coordinating workflows, monitoring progress, maintaining accurate information, and facilitating communication between stakeholders. It supports visibility of priorities, risks and dependencies, and ensures activities are aligned with agreed processes, frameworks and service standards.

The Program Coordinator provides reliable operational support and guidance to stakeholders, helping ensure consistency, quality and a positive experience across program activities.

Key accountabilities

- Coordinate program activities, ensuring work is scheduled, tracked and progressed in line with agreed priorities and timeframes
- Monitor progress across workstreams, identifying dependencies, risks and delays and escalating where required
- Maintain oversight of work items, ensuring alignment to program objectives and delivery milestones
- Act as a central coordination point between program teams, business stakeholders and external parties
- Ensure timely and accurate communication of updates, actions and decisions
- Support stakeholder engagement by providing clear guidance on processes, timelines and next steps
- Provide secretariat support to governance forums, including scheduling meetings, preparing agendas, recording actions and tracking outcomes
- Maintain governance documentation, including decisions, risks, issues and action registers
- Support adherence to governance processes and reporting requirements
- Maintain accurate program records, systems and documentation
- Coordinate the collection and collation of data to support reporting and decision-making
- Track program performance metrics and provide regular status updates
- Identify and flag risks, issues and interdependencies across program activities
- Support the documentation, tracking and escalation of risks and issues
- Assist in coordinating responses to risks or delivery challenges
- Identify opportunities to improve coordination, workflows and stakeholder experience
- Support implementation of process improvements and changes to ways of working
- Contribute to a collaborative and high-performing team environment
- 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	Intermediate
Displays leadership	Elementary
Generates and delivers the strategic vision	Foundation
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Foundation
Uses information and technology systems	Foundation
Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	Certificate IV in Business Administration or equivalent and/or relevant experience. Tertiary qualification and/or equivalent level of experience.
Experience	Demonstrated experience in the provision of high-quality customer service activities in a complex work and high-volume environment. Demonstrated experience in the management Strong interpersonal, written and oral communication skills and experience in engaging with people at all levels. Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and databases and an ability to learn and adapt to new systems. Strong problem solving and analytical skills in interpretation of information. Strong organizational skills, including excellent time management skills plus the ability to prioritise workload in response to time critical targets in a complex environment. Ability to work collaboratively and effectively as part of a small team

	environment and show initiative and work independently when required. Ability to cope with change and setbacks and demonstrate resilience in a changing environment.
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Key relationships

Internal relationships	External relationships
Ahpra staff and their managers	External vendors and consultants engaged in relevant initiatives
Change coordinator(s)/ Managers	
Program management and support team members	
Technology digital delivery	
National Business Coordinators	