

Manager Operations Support

- **Reporting To:** Director Oral Health Relationships
- **Direct Reports:** Yes
- **Business Unit:** Chief Operating Officer Portfolio
- **Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) EA
- **Classification:** Grade 5
- **Review Date:** 24/06/2026

Position Purpose:

The Manager Operations Support reports to the Director Oral Health Relationships and is under the Chief Operating Officer Portfolio. You will be responsible for leading and managing operational teams to support delivery of major projects across the public oral health sector. You will utilise customised business analysis, service planning, performance monitoring and reporting systems to enable delivery of oral health programs in partnership with Statewide service delivery partners.

You will lead a team responsible for the nurturing and development of Statewide partners to ensure they align with Department of Health and OHV strategic direction ensuring services take full ownership of current opportunities and develop best practice strategies to meet the needs of their location and population.

Our Company

Oral Health Victoria (formerly Dental Health Services Victoria) is the leading public oral health agency in Victoria. Oral Health Victoria provides dental services through [The Royal Dental Hospital of Melbourne](#) (RDHM). We aim to improve the oral health of all Victorians, particularly those most in need and at risk of oral disease.

Oral Health Victoria (OHV) is funded by the State Government to provide clinical dental services, lead prevention and population health programs, develop and grow the oral health workforce, shape policy and research, and partner with communities across Victoria.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities:

Role Specific

- Lead and provide direction to the Operational Support team(s) ensuring they understand and provide appropriate support and guidance to our service delivery partners.
- Manage the monitoring of key metrics, undertaking audits and consultations with stakeholders to ensure compliance with program requirements.
- Oversee and manage systems that monitor and report on the achievement of statewide key performance indicators, business goals and objectives, as they relate to oral health program service delivery. This includes coordination of system and processes that:
 - Utilise business analysis on service delivery performance developed by the Business Intelligence Team to identify areas for improvement and ensure appropriate action and evaluation is undertaken.
- Capture and report on risks, lessons learnt or areas for improvement for stakeholders and OHV.
- Develop recommendations for Statewide oral health program delivery service, including innovation.
- Nurture and develop relationships with key partner organisations statewide
- Provide leadership and subject matter expertise to assist service delivery partners with relevant issues, including governance, access to services, budgeting, and compliance.
- Manage the teams' daily operations ensuring timely and appropriate allocation tasks and priorities to ensure effective utilisation of resources.
- Provide support Statewide when Director Oral Health Relationships unavailable (act on their behalf)
- As part of the myPathway framework:
 - Provide operational oversight, guidance, instruction, team coordination, delivery of training, quality monitoring and performance development to ensure the team can competently perform their role.
 - Develop targets/key performance indicators (KPI) and manage individual and team performance based on an assessment against these objectives. This includes tracking, reporting on team and individual KPIs and providing recommendations for continuous improvement to increase stakeholder satisfaction and staff engagement to the Director Operations.
- Build and maintain collaborative relationships and ensure consistent levels of communication with service delivery partners.
- Lead identified projects on behalf of OHV to improve the quality of oral health services and programs
- Participate in strategic and business planning processes and projects related to RDHM
- Undertake other reasonable duties as requested, ensuring effective and timely completion

Generic:

- Model behaviours that demonstrate the Victorian Public Sector and OHV values in all aspects of work
- Undertake continuous professional learning and development to ensure current competence including any prescribed training in safety and quality
- Participate in myPathway ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the work environment by actively participating in the ongoing identification and prevention of risks.
- Maintain client privacy and confidentiality in accordance with organisational procedures and policies.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the OHV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Role Requirements:**Knowledge:****Mandatory**

- Qualification in Health, Hospital Administration, Public Health, Business Management or a related field.
- Knowledge of public health and government health service legislation, regulations and policies
- Working knowledge of systems and information used to collect and interpret data to effectively evaluate public oral health programs and determine relevant interventions
- Knowledge of Project Management methodologies and lifecycle
- Proficient in MS Office Suite, particularly advanced Excel
- Understanding of data analysis and investigation, quality improvement and audit principals
- Satisfactory working with Children's Check (Vic) *if applicable
- Valid Police Check
- Vaccination requirements as required by the Department of Health guidelines.

Desirable

- Experience working in the health sector or in a not-for-profit environment
- Knowledge of OHV and public oral health

Experience

Mandatory

- Successful leadership experience in an operational management position
- Demonstrated experience in relationship building, collaborating and managing the expectations of key stakeholder groups while providing an outcome that benefits the organisation
- Experience in gathering, analysing and interpreting information from a range of sources and a track record in identifying improvement opportunities and problem resolution
- Experience in compiling reports with reliability and accuracy and communicating information to customers, stakeholders using plain language
- Demonstrated experience in establishing priorities, setting workloads, following through to meet deadlines and work with minimal supervision
- Experience in working well under pressure and coordinating multiple tasks
- Excellent verbal and written communication skills and the ability to liaise effectively with all stakeholder levels
- Experience in supporting innovation and change
- Experience in applying audit and risk procedures to evaluate evidence and make recommendations based on the outcome
- Experience in consulting with, and providing advice to a broad range of stakeholders in different locations with different population groups

Desirable

- Demonstrated experience working in and knowledge of the health sector

Behavioural Competencies:

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| • Aligning Performance for Success | • Customer Focus |
| • Building Trust | • Decision Making |
| • Coaching | • Gaining Commitment |
| • Collaboration | • Planning and Organising |
| • Continuous Improvement | • Quality Orientation |