



**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
everyday.**

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Medical Imaging Administration
Manager**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Medical Imaging Administration Manager
Service:	ACCIS- Medical Imaging
Location:	The Royal Melbourne Hospital
Reports To:	Operations Director Medical Imaging / Director of Medical Imaging
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS4 Admin Officer
Employment Status:	Fulltime
Immunisation Risk Category:	Category A
Date of Review:	October 2025

POSITION SUMMARY

The Medical Imaging Administration Manager has the responsibility to manage the administration team across Medical Imaging. Areas include Radiology L1, Emergency Radiology, L9 MRI, Melbourne Private Imaging, Nuclear Medicine and PET.

The role will assist and support the Operations Director Medical Imaging, to maximise efficiency, effectiveness and service quality for our patients, staff and referrers. The role supports the Imaging Leadership team by actively managing referrals/ booking process to support patient flow and access.

A key focus will be supporting staff training and development, service improvements and fostering a positive workplace culture.

DEPARTMENT DESCRIPTION

- The Royal Melbourne Radiology department provides 24/7 service at the City Campus and business hours at The Royal park Hospital;
 - Over 220,00 imaging examinations performed annually;
 - Imaging Modalities include MRI, CT, General and Trauma Radiography, Theatre and Mobile Radiography, Mammography, Ultrasound, Angiography and Fluoroscopic procedures;
 - Focus on Clinical Excellence, Innovation and Research;
 - Patient centred care being at the forefront of daily operations.
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KEY ACCOUNTABILITIES

- Strive to continuously improve the quality and safety of our services that meet the needs of our patients and referrers.
 - Investigate and be responsible for service performance issues relating to the administration team.
 - Ensure a robust training process is in place for all new administration members and continued staff development;
 - Review and implement work processes to ensure efficiency supporting patient flow and access.
 - Monitor modality wait times and ensure management of referral demand across all modalities.
 - Ensure referral bookings are actioned in agreed timelines.
 - Prepare and maintain reports relevant to administration that includes wait times, DNA rates etc.
 - Ensure policies and procedures applicable to the Administration areas are updated and reviewed in line with guidelines.
 - Develop and maintain rosters across the administration workforce.
 - Ensure payroll documentation/ hours are entered into Roster on in line with processing timelines.
 - Be involved with benchmarking data to improve, compare the safety and quality of our service.
 - Strategically manage the overall administration EFT, recruitment management and retention to ensure all areas of the service are covered.
 - Manage the performance of the administrative HS2 Team leaders and all HS1 staff.
 - Liaise with Section and Clinical leads supporting and maintaining patient access to imaging appointment availability.
 - Ensure staff KPI's are managed in relation to Annual Discussions, Leave entitlements, Mandatory Training.
 - High level of communication skills with all peers, both Inter/ Intra Departmental levels.
 - Assist the finance department with queries relating to compensable imaging studies.
 - Ensure fiscal accuracy with booking processes/ data ensuring financial KPI's/ requirements are met.
 - Take reasonable care for your safety and wellbeing and that of others.
 - Work in your scope of practice and seek help where required.
 - Work in partnership with consumers, patients and where applicable carers and families.
 - Work collaboratively with colleagues across all RMH teams.
 - Continue to learn through mandatory training and other learning activities.
 - Seek feedback on your work including participation in annual performance discussion.
 - Speak up for safety, our values and wellbeing.
 - Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
 - Respect that the RMH is a smoke-free environment.
 - Contribute to organisation-wide and service/division initiatives and planning activities.
 - Ensure training needs of direct reports are identified and undertaken.
 - Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
 - Develop and maintain working relationships with all represented groups within the Medical Imaging Department to support service delivery.
 - To motivate and foster a culture of team building and excellence.
 - Provide Leadership and guidance for administrative staff focusing on professional development and upskilling where applicable.
 - Support and mentor staff.
 - Assist with administration duties applicable to the role.
 - Any other relevant duties as requested by the Operations Director.
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KEY RELATIONSHIPS

Internal

- Director/ Deputy Director of Medical Imaging/ Nuclear Medicine
- Operations Director Medical Imaging
- Modality Lead Radiographers
- Radiologists (Consultants/ Registrars)
- Imaging NUM/ ANUM
- All Imaging staff
- Melbourne Health (MH) Site Management
- Support Services Staff
- Other MH Staff

External

- Referrers to Melbourne Health Medical Imaging
- Other Imaging providers
- Patients and consumers

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Previous experience at a supervisory level in a Health Care setting.
- Well-developed interpersonal, verbal, written and organisational skills.
- Strong computer skills.
- Ability to support and build a cohesive team
- As of 1 January 2026 - a valid employee Victorian Working With Children's Check

Desirable:

- Current administration experience in a Supervisory/ Leadership level within the Healthcare sector
- Previous experience in Medical Imaging
- Qualifications relevant to the position

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
 - Achievement of portfolio specific KPI targets
 - Participation in and satisfactory feedback through the annual performance review process
 - Ability to maintain a safe working environment and ensure compliance with legislative requirements
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- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____