



**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Interim Business Resilience 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.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

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 Title:	Interim Business Resilience Manager
Service:	Quality, Informatics & Improvement
Location:	RMH Parkville Campus
Reports To:	Chief Quality Officer
Enterprise Agreement:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 (Agreement)
Classification:	ZA8 or equivalent
Employment Status:	Full Time, Fixed Term (Parental Leave Cover)
Immunisation Risk Category:	C
Date of Review:	July 2026

Reporting to the Chief Quality Officer, the Business Resilience Manager is responsible for leading and managing the Emergency Management and Business Continuity programs. The position will provide strategic direction and apply a systems and continuous improvement approach to develop and improve our organisational resilience and readiness in the event of a disruption to the health service operations.

The Business Resilience Manager oversees incident management processes, responses, education and training across all areas of the organisation to ensure compliance with emergency planning and safety standards.

- Lead and manage the Emergency Management and Business Continuity Portfolio
- Maintain the Organisational Resilience Framework, relevant emergency management, disaster management and business continuity plans and procedures
- Lead a continuous learning and capability building approach across the portfolio to minimise risk and support active management of emergency management incidents
- Provide support for the Hospital Commander and the Hospital Incident Management Team during a major incident and throughout the recovery phase
- Coordinate and facilitate post incident reviews, work collaboratively with stakeholders to develop, implement and monitor improvement actions
- Lead and oversee emergency management education and training programs, including facilitation of emergency preparedness exercises
- Prepare high quality and timely reports for the Chief Quality Officer, Emergency Management & Business Continuity Committee and Executive Committee
- Chair and coordinate secretarial duties for the Emergency Management & Business Continuity Committee
- Build strong strategic relationships with Parkville Precinct partners, Department of Health, Local Government and other Emergency Management agencies
- Represent RMH on local and State Emergency Management Committees
- Provide input into the development of strategy, policies and procedures by relevant stakeholders across the organisation with their responsibilities in relation to preparing for and responding to internal and external emergencies
- Monitor and achieve emergency preparedness organisational KPI's and targets and operate within the allocated budget.
- Work collaboratively with colleagues across all RMH teams
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- 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.
- Create a psychologically safe work environment where everyone feels safe to speak up.

Internal

- ## External

- Parkville Precinct Health services and organisations
- Metropolitan & Victorian Health Services
- Department of Health- Emergency Management Branch
- Fire Rescue Victoria, Victorian Police and other Emergency Services
- City of Melbourne Municipal Emergency Management Committee and other Local Government areas
- Other agencies as required

Formal Qualifications

- ### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Knowledge or Training in fields such as Risk, Change or Emergency Management/Business Continuity and/or extensive relevant practical experience, or extensive experience and management expertise
- Demonstrated knowledge and experience of compliance assessment, risk methodologies and business continuity work processes
- Understanding of improvement science and how to apply this practically
- Knowledge of and experience in training delivery and manual writing suitable to emergency management training and/or Business Continuity programs
- Demonstrated experience in analysing and synthesising large volumes of complex information and preparing reports and recommendations for action on risk and compliance issues to executives and senior management committees
- Demonstrated experience in advising, supporting and coaching a diverse range of employees on best practice with an ability to influence and manage relationships with stakeholders
- Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S
- Excellent written and verbal communication skills, high level presentation skills
- Valid Working with Children's Check, Police Check and Immunization Assessment

Desirable:

- Demonstrated experience in Emergency Management and Business Continuity
- Management experience
- Experience in providing high level strategic and policy advice in a health context

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
- Process and procedure evaluation, monitoring and improvement



AT THE RMH WE:

- 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.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - 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.
- **First Nations Commitment**
 - 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.
- **Child Safe Standards**
 - 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.
- **Equal Opportunity and Accessibility**
 - 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.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

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.

Employee Signature

Employee Name (please print)

Date
