

Job Description



Position Title	Operations Coordinator, Inklings	Level	B
Reports to (role)	Manager, Inklings Operations	Career Stream	Professional
Team	Inklings, CliniKids		
Location	The Kids Research Institute Australia, Perth Children's Hospital, 15 Hospital Ave, Nedlands		

PURPOSE OF POSITION

The purpose of the Operations Coordinator is to provide efficient and effective high level administrative and operational support to the Manager, Inklings Operations and team to ensure the successful operationalisation of the Inklings pilots.

This is a vital role in ensuring efficient and effective day-to-day activities that enable smooth functioning of the state-wide pilots as well as the broader strategic initiatives of Inklings.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Operational Coordination	<ul style="list-style-type: none"> Review, maintain and develop systems and databases. This includes recommendations for amendments and optimisations to databases based on learnings and need. Onboarding users into the Inklings Digital Platform and providing user support and training as required. Assist in the development and continuous improvement of processes. Data and statistical management, including the analysis of data and reporting on trends and issues. Provide support for other team members moving participants through the onboarding and lifecycle of the program. Manage end of month processes and reconciliation of data e.g. ensuring records are closed correctly, surveys are administered, and session data is checked and actioned accordingly. Support growth and program development. Other operational support as required. 	<ul style="list-style-type: none"> Systems and databases are maintained effectively and kept up to date. Stakeholder or system user feedback. Process changes are effectively and efficiently implemented. Compliance with required deadlines and standards. Feedback from management, and teams.

	<ul style="list-style-type: none"> • Accurate and timely expense management, as required. • Ensure implementation of policies and practices. • Support the Operations Manager to ensure pilot governance mechanisms are in place and adhered to. • Support management team in project related activities including scheduling, communications and reporting, supporting the work across sites. • Assist in the tracking of outputs from the team. • Support the Inklings team with other duties as required to meet strategic objectives. 	
Administration Support	<ul style="list-style-type: none"> • Provide timely support for the administration of contracts and proposals including scope of works, tender/contract preparation, correspondence and database management. • Prepare documents, presentations, spread sheets. 	<ul style="list-style-type: none"> • Required timelines and outputs are met. • Administrative responsibilities are completed accurately. • High quality of written communication. • Clear workplans and milestones developed. • Compliance with Institute policies.
Stakeholder engagement and collaboration	<ul style="list-style-type: none"> • Help build positive relations within the team and external parties. • Maintain and develop key relationships with external parties, in particular, with Delivery Partners. • Ensure a high level of customer service to families and practitioners. • Ensure client and practitioner complaints and feedback are managed efficiently and effectively. • 	<ul style="list-style-type: none"> • Staff feel supported and engaged. • Flexible and team orientated approach. • Positive feedback from the team and external parties.
Workplace Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by The Kids Research Institute Australia policies and procedures. 	<ul style="list-style-type: none"> • Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought, understood and implemented.

ESSENTIAL CRITERIA

Qualifications:	Relevant tertiary qualification within relevant field (desirable).
Essential Skills, Knowledge & Experience:	<ul style="list-style-type: none"> • A minimum of 5 years' experience in a similar client or customer facing role or providing project support / relevant experience in health service delivery or relevant field. • Proven experience in coordinating health related services or programs or relevant position. • Excellent organisational skills, flexibility and ability to set priorities and meet deadlines. • Demonstrated ability to be self-motivated and work autonomously and as part of a team, with a flexible, positive and collaborative approach. • Excellent verbal and written communication skills, including demonstrated interpersonal skills. • Exceptional level of customer care and administration skills. • Experience with and ability to learn and implement new systems. • High level of attention to detail. • Sound experience with Microsoft suite of applications. • Ability to work with diversity and multi-disciplinary teams.

DIRECT REPORTS	None
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Approved by:	Gemma Upson - General Manager
Date approved:	14.08.24
Reviewed by P&C:	09.09.24