

Position Description	
POSITION TITLE	Head of Operations, TGI Australia
CAREER STEP	Professional / Expert
REPORTING RELATIONSHIP	Executive Director, Australia
GROUP	Executive Directors Office
EMPLOYMENT DURATION	Permanent
TYPE OF EMPLOYMENT	1.0 FTE
COMMENCEMENT DATE	November 2021

The George Institute for Global Health

The George Institute is 700+ people around the world focused on improving the health of millions of people. As a medical research institute affiliated with leading universities and with projects in approximately 50 countries, we are challenging the status quo in healthcare to:

- Find better treatments for the world's biggest health problems
- Transform primary health care to support better health for more people
- Harness the power of communities, governments and markets to improve health

Our innovative commercial enterprises help maximise our impact. Some of the things we are doing to achieve our goal of having the greatest possible impact on global health are:

- Worldwide, we are identifying better and safer treatments for stroke, heart disease and high blood pressure
- In many countries, our award winning FoodSwitch smartphone app is helping people make healthy food choices when shopping
- In China, we ran a large-scale trial showing that a simple, low-cost salt substitute intervention could prevent a million strokes, heart attacks and deaths each year
- In rural India, we have shown that mobile technology can help diagnose mental health, as well as help treat cardiovascular disease. We're now looking at similar approaches for Indonesia and China
- Together with Aboriginal communities in Australia, we have developed an innovative community led program to assist young drivers in attaining their license
- We are developing an affordable dialysis machine, with the potential to save millions of lives each year and transform the way kidney disease is treated in low -income countries
- And much more...

The Role

The Head of Operations will be responsible for leading and influencing the internal operational platforms that enable The George Institute Australia (TGI AU) to fulfil its mission and objectives. Specifically, the Head of Operations will provide leadership and foster cooperation across:

- **Research and Professional Support Services:** which includes teams that operate the premises and provide administrative support to the research and operational teams;
- **Commissioned Research within Australia:** which seeks out opportunities to do commissioned research, make tender submissions and support project delivery;
- **Community and Consumer Involvement:** which is developing a best practice program for the engagement of consumers and other end users in our research;
- **Finance:** which supports the research and operational teams in budget development and financial management; and
- **Project operations:** which support the delivery of research projects across the organisation.



The Head of Operations will work closely with the Executive Director in Australia. In addition to ensuring smooth day-to-day functioning of the organisation, the Head of Operations will be expected to continually review current practices with colleagues around the globe and seek opportunities for streamlining and improvement. There is also an important current strategic planning function to fulfill regarding our future physical space requirements and the optimum physical and other infrastructure for delivering upon our highly collaborative approach to research. The Head of Operations will also work with the George Global team supporting each of these functions across all TGI offices to facilitate standardisation and efficiency of functions across the entire organisation. The Head of Operations may be asked to take on additional operational responsibilities as the need arises.

Reporting Relationships

The Head of Operations reports to the Executive Director of the George Institute Australia and has a position on the Australian Leadership Group. The appointee will work collaboratively with senior research and operational staff throughout the organisation and manage a series of staff in the operational platforms.

Duties and Key Responsibilities

- Contribute to the strategic development, leadership and management of the George Institute Australia as a member of the Australian Leadership Group to ensure that the Institute meets its operational and strategic objectives
- In conjunction with global programs, take accountability for and have strategic oversight of service and operational 'platforms' across The George Institute Australia
- Work closely with the CORE team to enable efficient and smooth operations between CORE global functions and TGI AU
- Deliver operational goals and projects within Australia – for example, complete review and upgrade of the current financial management processes with the Global Finance team and roll out a new process
- Set operational budgets and monitor all budgets across Institute in Australia and highlight issues to Executive Director
- Leadership, mentoring and development of operational platform leaders
- Oversight of building facilities operations
- Monitor operational performance and assess opportunities for improvement
- Ensure the Institute's operations and activities comply with Equal Employment Opportunity, Work Health Safety, ethical practices and privacy, social justice policies and practices

As a Team Member:

- Participate in special projects to improve processes, tools, systems and organisation;
- Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets, meeting obligations of The Institute's Performance Management and Development Policy;
- Demonstrate commitment to The Institute's organisational values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

As a Team Manager:

- Ensure direct reports understand and comply with The Institute's Policies and procedures, standard operating practices, ethical practice (with respect to research) and the legislative environment.



- Be responsible for managing performance of direct reports, including the completion of plans and agreeing on work and personal objectives and reviewing such plans and objectives, in accordance with GI's Performance Management and Development Policy.
- Act as a role model and ensure the team's commitment to The Institute's values, ensuring direct reports perform to a high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

Work, Health and Safety

- Comply with Work Health and Safety legislation and operate in accordance with established Occupational Health and Safety practice and procedures at the Institute;
- Promote and contribute to a safe, secure environment for staff and visitors.

Professional skills required for the role:

Qualifications, Knowledge & Experience

- High level qualifications and experience in business and operations
- Demonstrated success working in a similar senior operational role
- Experience of an academic and/or research setting
- Proven ability in the planning and delivery of complex operational activities and initiatives
- Demonstrated capability in budget setting and financial management
- High level planning and organisational skills with ability to think strategically
- Outstanding interpersonal, oral and written communication skills
- Strong analytical skills with proven ability to problem solve
- Experience in initiating and enacting change in the workplace

Capabilities

- Ability to work across cultures and appreciate the different requirements, customs and priorities of diverse team members
- Capacity to build sustainable connections with key stakeholders
- Able to keep a large team on track and aligned with strategy.
- Holds others accountable and is experienced at motivating others to achieve results.
- Able to work quickly and efficiently to ensure work time is spent wisely on actions that will have the biggest impact.
- Capacity to work in challenging and dynamic environments
- Facilitate solutions when problems arise.
- Promotes collaboration and teamwork.
- Has strong coaching and mentoring skills. Competent at holding courageous conversations.
- Takes an active role in inspiring, guiding, and leading others to achieve.
- Communicates in a compelling way to engage and influence others.