Position Overview

The Melbourne Genomics Health Alliance brings together healthcare, research and academic organisations to address the challenges of incorporating genomic sequencing into the healthcare system. Our vision is for Victoria to be a world leader in the translation and use of clinical genomics in healthcare.

To realise the vision of the Melbourne Genomics Health Alliance, a shared clinical system for genomics, GenoVic is being established to support the integration of genomic medicine into standard clinical care.

GenoVic supports the use of genomic testing, better enabling accredited testing laboratories with a robust common IT platform to perform analysis and variant curation and provided foundations to facilitate controlled access to genomic data that supports secondary use (e.g. research).

As the Service Delivery Manager, you lead the transition of GenoVic to a stable operational state. This involves planning, preparing for and initiating the transition of GenoVic IT services to an agreed operating entity.
Organisational Environment

Melbourne Genomics Health Alliance

The Melbourne Genomics Health Alliance is a ground-breaking alliance which is positioning Victoria as an international leader in the use of genomics in everyday health care.

The Alliance comprises ten members – The Royal Melbourne Hospital, The Royal Children’s Hospital, The University of Melbourne, The Walter and Eliza Hall Institute, the Murdoch Children’s Research Institute, CSIRO and The Australian Genome Research Facility, Peter MacCallum Cancer Centre, Austin Health and Monash Health.

Melbourne Genomics Health Alliance is ‘clinically driven’, with decision making guided by the needs and preferences of patients and clinicians. It is unique in establishing a single shared approach to genomic information across multiple organisations, for the benefit of patients, clinicians and researchers.

To achieve its vision, the Alliance has commenced a four-year program focused on infrastructure implementation, change management and evaluation. The program addresses the patient journey from pre-test counselling, through diagnostic testing, return of results and their use to guide clinical decisions.

The Melbourne Genomics project is hosted by the Walter and Eliza Hall Institute.

The Walter and Eliza Hall Institute of Medical Research

The institute, established in 1915, currently houses 15 research divisions, containing around 81 laboratories and over 800 staff, with an annual budget of approximately A$100 million.

The institute’s research focuses on cancer (breast, cancer, leukaemia, lymphoma, multiple myeloma, lung cancer, colon cancer, and ovarian cancer), infectious disease (malaria, tuberculosis, HIV, and hepatitis) and chronic inflammatory and immune diseases (coeliac disease, type 1 diabetes, rheumatoid arthritis and transplantation) and continues a strong tradition of collaboration and interdisciplinary programs. The institute has a strong national and international reputation for performing highly influential research and for translation that leads to long-term improvements in disease, diagnosis and treatment.

The institute’s main laboratories are located within the Parkville precinct, a vibrant hub for life science research, education and healthcare provision. In addition, the Walter and Eliza Hall Institute Biotechnology Centre is located 30 minutes from Parkville at La Trobe University’s R&D Park in Bundoora. The Biotechnology Centre features facilities for high-throughput chemical screening, medicinal chemistry, antibody production and malaria containment. The centre also functions as an incubator for the institute’s biotechnology companies.
Organisational objectives

Discovery and translation
To make discoveries that shape contemporary scientific thinking, increase understanding and improve prevention, diagnosis and treatment of cancer, immune disorders and infectious diseases.

Education and training
To educate and train world class scientists and to attract, develop and retain the best and brightest workforce.

Organisational culture
To provide a vibrant and inspiring organisational culture that encourages, promotes and rewards excellence, collaboration, innovation, creativity and respect.

Engagement
To engage with our stakeholders to improve outcomes, building support and secure resources for medical research.

Sustainability
To build infrastructure, professional services and funding that sustains our research and maximises the time our scientists can spend making discoveries.

Organisational values
- Pursuit of excellence
- Integrity and mutual respect
- Collaboration and teamwork
- Creativity
- Contribution to society
- Accountability
Role Description
You will engage with a broad cross-section of people and groups from within the Alliance Member Organisations, the Melbourne Genomics Data & Technology Team and third-party software and IT service vendors.
You work closely with and support the Data & Technology Program Manager, who has responsibility for the overall delivery of GenoVic within the Melbourne Genomics program of work.

Responsibilities
- Develop and implement operational support processes for GenoVic.
- Align the existing support team to implement operational support processes.
- Monitor service performance with third-party vendors using existing service-based contracts.
- Determine GenoVic’s operational entity beyond the life of the current program.
- Prepare and initiate transition of GenoVic to a stable ongoing operational state.
- Maintain effective communications with meaningful partners to ensure awareness of GenoVic operational activities.
- Develop and implement IT policies, procedures and standards.
- Review and identify potential risks within operational support and develop plans to minimise/mitigate risks.
- Prepare and deliver reports for IT Service Delivery, Data & Technology Program and Alliance governance stakeholders.
- Support the Data & Technology Program Manager in program management and governance activities.
- Engage with a range of stakeholder groups including Alliance user groups, Melbourne Genomics Data & Technology Team, and third-party software and IT service vendors.
- Engage in other functions as required.
Key qualities, skills and experience sought

Personal qualities

- Self-motivated and enjoys being challenged.
- Professional, discrete and tactful relationship builder.
- Able to work autonomously and as a team player who values team development.
- Outcomes focussed with an ability to coordinate multiple initiatives simultaneously.
- Ability to operate in an environment of uncertainty and incomplete information and make well-reasoned decisions.

Essential

- A tertiary qualification with relevant experience, or an equivalent combination of relevant experience and/or education/training.
- A minimum of 10 years’ experience in the IT industry
- Experience in establishing an IT service delivery process
- Hold a valid Victorian Working with Children’s Check or be willing to undertake a Working with Children’s Check
- Excellent understanding of change management and related service operation processes.
- Management of application systems.
- Excellent interpersonal, oral and written communication skills, with a proven aptitude for communicating effectively with a variety of audiences.
- Proven ability to build, manage and foster a team-oriented environment.

Highly desirable

- Experience in the health and/or research sector.
- Understanding of business technology strategies to support business operations and continuity.
- Project management experience.
- Project Management certification, such as Prince 2.
Occupational Health and Safety

- Comply with institute Health and Safety Policies and Procedures.
- Take reasonable care of own safety and the safety of others around.
- Use Personal Protective Equipment (PPE) and safety devices appropriately.
- Report all hazards, incidents and injuries.
- Attend training programs as documented in individual training needs matrices.

How and where to apply
Applicants are encouraged to submit a cover letter, current resume and three referees to jobapplications@wehi.edu.au quoting the position reference WEHI/TWSDM.

Please address each of the key selection criteria separately in a written document.

Diversity
The Walter and Eliza Hall Institute is an Equal Opportunity Employer.
The institute encourages and welcomes interest from Aboriginal and Torres Strait Islanders for roles within the institute.

Privacy notification
The collection and handling of declarations and personal information relevant to your employment will be consistent with the requirements of the Privacy Act 1988.