

JOB DESCRIPTION

Position Title	Chief Operating Officer	Level	E
Reports to (role)	Executive Director		
Team	Executive Team		
Location	Telethon Kids Institute, Perth Children's Hospital, 15 Hospital Ave, Nedlands		

STRATEGIC CONTEXT

The Telethon Kids Institute is headquartered within the Perth Children's Hospital, and is one of the largest, and most successful medical research institutes in Australia, comprising a dedicated and diverse team of around 1,000 staff, students and honoraries.

At Telethon Kids, our vision is simple - **HAPPY HEALTHY KIDS**. We bring together community, researchers, practitioners, policy makers and funders, who share our mission to improve the health, development and lives of children and young people through excellence in research.

We commit to build on our success as a research institute that makes a real difference not only in our community, but for children and families around Australia and globally.

As an Executive Team we strive to foster a constructive culture that enables excellence and achievement, maintains personal integrity, is supportive of growth and learning and puts cooperation with others at the forefront of how we work.

The Institute is a complex, innovative and skills-intensive enterprise. As a result, our most senior leaders are expected to coordinate disparate and specialized knowledge, match the Institute's problems with people who can solve them, and empower and inspire staff through effective communication. Executive team members leverage both their people and technical skills to overcome challenges, capitalise on opportunities and work cohesively to deliver on our strategy.

POSITION IMPACT

The Chief Operating Officer (COO) combines the functions of executive level strategy and leadership with core functional management. The COO oversees the design and implementation of systems, practices and tools that promote the Institute's culture and vision and oversees operations that keep priorities on track.

Reporting to the Executive Director, the COO will ensure support services operationalise the Institute's strategy and enable effective and efficient systems, processes and practices in support of research excellence. The focus is on customer-centric delivery of key enabling services across the Institute. The COO will develop and implement optimal governance and operating models and ensure statutory, legal and regulatory compliance across relevant portfolios including people and culture, procurement, facilities, technology and information, research services and administrative support.

The COO will lead the operational support functions across the Institute including research facilities, existing and emerging data and technologies and general administration; and will contribute to planning, funding applications and the development of research facilities and infrastructure support teams.

The COO is a member of the Executive team with responsibility for maintaining and driving operational results across the Institute. The COO works closely with managers of their teams, and the Executive to secure the functionality of operations that drive extensive and sustainable growth for the Institute. This role is accountable for continuous improvement activities across the portfolio and the development of future delivery models ensuring service standards and sustainability. The COO will provide strategic leadership and advice to the Executive, Board and management committees across the breadth of the portfolio.

KEY RELATIONSHIPS

INTERNAL:

- Executive Director
- Director Research (Deputy ED)
- Director Partnerships & Engagement
- Director First Nations Strategy and Leadership
- Director Strategy & Innovation
- Chief Financial Officer
- Chief of Staff
- General Counsel
- Professional services managers

EXTERNAL:

- Partner and other research organisations
- Partner and other health services
- Partner and other collaborating organisations
- Vendors, consultants and suppliers

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Executive Leadership	<ul style="list-style-type: none"> • Strategic focus. Proactively balance risk and innovation, anticipate future needs and opportunities, and seek to ensure the Institute's sustainability. • Collective approach. Take an institute-wide view taking time to model ways to break down silos; collectively develop solutions to problems; build partnerships and coalitions; and prioritise the interests of the Institute over self. • Executive interactions. Demonstrate mutual respect and collaboration that builds trust and 	<ul style="list-style-type: none"> • Achievement of strategic objectives. • Constructive workplace culture. • Retention of valued staff. • Formal and informal feedback from internal and external stakeholders. • Customer service / satisfaction formal evaluation.

	<p>leverages differences in perspective to sharpen outcomes for whole team.</p> <ul style="list-style-type: none"> • Promote Safety. Enhance knowledge of physical and psychosocial hazards, actively address safety challenges and positively influence behaviour. • Constructive culture. Create a positive work environment and culture to foster high achievement, personal confidence and integrity, learning and growth and cross-functional collaboration. • Commercial awareness. Develop a deep understanding of how the Institute and financial model operates – as well as how medical research works – to ensure sensible decisions that support healthy finances, research excellence and positive community outcomes. • Leading people. Design jobs to ensure roles and responsibilities are clear, seek to optimise job security (tenure aligned to funding as a minimum), support growth and staff development, encourage open communication and conflict resolution, and recognise outstanding behaviour and achievements. 	<ul style="list-style-type: none"> • Employee engagement.
<p>Technical Excellence</p>	<ul style="list-style-type: none"> • Oversee all activities within the portfolio to ensure provision of high-quality operational support and ongoing horizon scanning to ensure Institute remains sector leading in its provision of support for research, management of operations and management of Institute data and technology. • Identify opportunities to develop new operating models including through external service provision or partnering. • Analyse internal operations and identify areas for process enhancement across portfolio and provide advice to this end across other professional services in collaboration with other Executive members. 	<ul style="list-style-type: none"> • Efficient and effective operations that enable strategic outcomes and research excellence. • Stakeholder feedback on systems, policies, processes and tools.

	<ul style="list-style-type: none"> • Implement operational strategies and plans that align with the short- and long-term objectives developed in tandem with Executive. • Create, implement, assess and improve business plans, strategies, processes and procedures that drive core operations. • Build and maintain trusting relationships with key stakeholders including researchers, collaborators, partners, suppliers and vendors. • Represent the Institute with external organisations and maximise opportunities to partner. • Monitor performance and take corrective measures when necessary, and prepare detailed updates and forecasts. 	
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JOB REQUIREMENTS	
Qualifications:	<ul style="list-style-type: none"> • A tertiary qualification in business management, public administration, science or equivalent is desirable. Post graduate qualifications in management or leadership would be well received.
Experience:	<ul style="list-style-type: none"> • Proven experience as Chief Operating Office or equivalent with strong operational leadership experience. Experience in a medical research institute or closely aligned environment would be well received.
Essential Requirements:	<ul style="list-style-type: none"> • Leadership: demonstrated organisational and leadership experience with the ability to guide, foster and support operational platforms and teams to improve their efficiency and effectiveness. • Corporate / Business Operations: solid understanding and/or leadership of more than one of the following core operational functions such as HR, ICT, procurement, facilities, and administration. • Strategy: demonstrable competency in strategic planning and alignment to operational needs.

	<ul style="list-style-type: none"> • Metrics: solid grasp of data analysis and performance with the ability to provide insights and advice based on sound operational metrics. • Business Improvement: ability to diagnose problems quickly and foresee potential issues based on solid understanding of advanced business planning and regulatory issues. • Relationships: proven ability to work with all types of people with excellent communication and people skills to support oversight of core support functions, and engagement with key stakeholders across the Institute.
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DIRECT REPORTS	Chief Technology Officer Head People and Culture Head Procurement & Facilities Head Research Services
Approved by:	Executive Director
Date approved:	20 September 2022
Reviewed by P&C:	20 September 2022