

Position Description

Position Title	Operational Planning Manager
Position Number	30011466
Division	Strategy and Community Affairs
Department	Strategy and Governance
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025
Classification Description	Administrative Grade 7
Classification Code	HS7
Reports to	Chief of Strategy and Community Affairs
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Strategy and Community Affairs Division

Strategy and Community Affairs includes Strategy and Governance, Corporate Affairs, Fundraising and Volunteer Services. All four teams work to advance the organisation's key priorities, values and vision. Areas of focus include Strategic Planning, coordination of governance and Board reporting, internal and external communications, media management, government relations, fundraising, management of the volunteer program, and together, they support the entire organisation in their pursuit of Excellent Care. Every Person. Every Time.

The Position

The Operational Planning Manager will be responsible for leading the development, coordination, monitoring and reporting, and continuous improvement of annual operational plans across the organisation.

This role works closely with the Executive Directors, Business Directors, and Directors to ensure alignment between operational plans, the organisation's Strategic Plan and Government's Statement of Priorities. The position also plays an essential role in educating and coaching leaders on effective planning and implementation practices.

Responsibilities and Accountabilities

Key Responsibilities

- Lead the design, development, co-ordination and implementation of the annual operational planning cycle across all departments.
- Imbed in the operational planning Bendigo Health's priorities from its five -year Strategic Plan, and its performance goals from its annual Statement of Priorities.
- Support leaders in developing 30-day, 60-day, and 90-day operational plans and measurable activities.
- Build the capability of Directors and senior leaders by providing training, coaching, and tools on operational planning and execution.
- Design and implement systems and processes to support the development, monitoring, and reporting of operational plans.
- Develop and maintain dashboards, reports, and communication tools to monitor progress and support transparency.
- Facilitate cross-departmental coordination to ensure consistency and alignment in operational execution.
- Identify and escalate risks or misalignments in planning or execution.
- Contribute to organisational change initiatives by embedding planning discipline and adaptive management practices.
- Promote a culture of accountability, data-informed decision-making, and continuous improvement.

Key Relationships

- Chief of Strategy and Community Affairs (direct supervisor) and Chief Financial Officer
- Executive Directors and Business Directors
- Directors and planning leads across departments
- Strategy, Operations, and Finance teams

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Proven experience in operational planning.
2. Strong experience in process management and change management.
3. Demonstrated ability to lead planning processes at an enterprise level.
4. Strong communication, facilitation, and relationship-building skills.
5. Ability to coach and support senior leaders in planning and implementation.
6. Proficiency in developing planning frameworks, tools, and systems.
7. Relevant tertiary qualification in Business, Public Administration, Health Management, or a related field.

Desirable

8. Experience in healthcare, manufacturing, or similarly complex, regulated environments.
9. Postgraduate qualification in management, business administration, or planning.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.