

POSITION DESCRIPTION

Position Title:	PPP Operator Lead – Melton Hospital
Business Unit/Department:	Operations Directorate
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) Enterprise Agreement
Classification:	HS5 (with over award based on experience)
Reports To:	Divisional Director – Operations Readiness, Melton Hospital
Direct Reports:	Nil
Date Prepared/Updated:	14 August 2026

Position Purpose This role will take the lead to ensure the success of the Public-Private Partnership (PPP) arrangements for the Melton Hospital. The role is responsible for early engagement with PPP partners ensuring service agreements, performance standards, and operational readiness is delivered in accordance with the PPP contracts including the Deed of Agreement and Service Specifications. The position plays a critical role in safeguarding service quality, managing risks, and maintaining alignment between the hospital's strategic goals and the contractual obligations of the PPP arrangement. The role will act as a key conduit for communication between Western Health, the Melton Hospital project team and the PPP contractor supporting engagement, information flow and collaborative decision-making. Through visible leadership, sound judgement and effective change management, the PPP Operator Lead will promote innovation, quality improvement, workforce readiness and alignment with Western Health values.
Business Unit Overview The Directorate of Operations is charged with providing significant amounts of Western Health patient care including support services, clinical services across acute, subacute, mental health, alcohol and drug, custodial health, and community-based settings. The directorate has a diverse range of portfolios that will continue to grow and expand. The New Melton Hospital Operational Readiness Division is responsible for: • Oversight of operations readiness, activation and transition planning ensuring the needs of the Operations Directorate are articulated and any risk resolved or mitigated. • Facilitating and/ or providing SME advice on behalf of Operations as required. • Ensuring Operations Directorate engagement in the preparation of innovative and forward-looking service delivery plans and informing the development of enabling activation plans to support the implementation of future operating models. • Ensure all the operations readiness, activation, and transition project team outputs identify dependencies, opportunities, and risks.

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Key Responsibilities

- Commence early engagement with Melton Hospital PPP consortium – Exemplar.
- Serve as WH's liaison between the Health Service and the PPP contractor, ensuring transparent communication and collaboration between both parties.
- Promptly escalate to line manager any issues within the PPP context which may present a financial, safety or operational impact to WH.
- Establish and maintain a constructive working relationship with key stakeholders, including senior hospital executives, department heads, and PPP representatives.
- Build strong stakeholder relationships, identifying & mitigating risks to avoid dysfunctional State/WH and/or WH/Exemplar/Honeywell/Compass relationships
- Develop governance and reporting structures during the Melton Hospital commissioning period
- Represent WH at Melton Hospital project meetings as delegated
- Lead WH's responsibilities assigned under the Melton PPP Agreements to ensure delivery of services comply with all regulatory requirements and performance standards as outlined in the PPP agreement.
- Mediate, resolve or escalate to Divisional Director Melton Hospital Ops Readiness and State any disputes or operational issues that may arise between the hospital and the contractor, working toward mutually agreeable solutions.
- Conduct regular meetings with PPP contractors to ensure alignment with the hospital's planned operations to ensure seamless service delivery in PPP managed services.
- Work with Western Health leaders to integrate PPP-provided services into overall hospital operations, ensuring continuity of care and operational efficiency.
- Identify, assess, and mitigate risks related to the PPP contract, ensuring that proactive steps are taken to minimize disruption to hospital operations.
- Establish and maintain a risk management framework that aligns with the hospital's overall risk management strategy and ensures business continuity.
- Maintain thorough records of all contractual agreements, performance reviews, audits, and communications with the PPP contractor.
- Provide regular updates to hospital leadership on the status of the PPP contract, highlighting key achievements, risks, and areas for improvement.
- Lead the development and implementation of initiatives to improve operational efficiency and service delivery provided by the PPP contractor.
- Assist in planning and managing transitions, such as new facility launches, major upgrades, or expansions, ensuring the contractor's involvement aligns with the hospital's timeline and expectations
- Provide leadership & education to staff and stakeholders re PPP contract obligations
- Ensure WH does not inadvertently take back risks allocated to the Private Sector
- Development and review of relevant policies and procedures e.g. equipment procurement, minor works, modifications etc.
- Contribute to development of a Contract Administration Manual

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Divisional Directors
- Deputy Chief Operating Officers
- PPP Contracts and Performance Mgt Team – Footscray Hospital
- Directors of Nursing and Midwifery
- Operations and Service Managers
- Clinical Leaders
- Nurse Unit Managers

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- Melton Hospital Project Team
- OH&S
- People and Culture Employee Relations

External:

- Victorian Infrastructure Delivery Authority (VIDA)
- Victorian Government Department of Health (DH)
- Melton Project Co

Selection Criteria

Essential

- Previous experience in the oversight of PPP Contracts including risk, performance and dispute resolution.
- Ability to build and maintain strong professional relationships
- Exceptional organisation skills and a keen eye for detail
- Effective and professional communication and interpersonal skills including the ability to brief executive teams and produce reports
- Demonstrated ability to multi-task, prioritise duties and adhere to instructions
- Demonstrated ability to manage, develop and maintain electronic administrative systems
- Ability to produce quality documentation including reports, manuals, correspondence, templates and publications
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Demonstrated ability to work within a constantly changing environment and to negotiate creative solutions to complex problems

Desirable

- Understanding of health care environments
- Qualifications in Business/Health Administration/Construction or related discipline

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair

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Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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