

Position	Program Manager
Reports to	General Manager Transformation
Direct reports	n/a
Band classification	Band 6, HealthShare Victoria Enterprise Agreement 2024
Date approved	October 2025

1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

2. Position summary

The Program Manager is responsible for leading, coordinating, and overseeing a program of projects to ensure the delivery of strategic outcomes and business benefits. The role manages interdependencies, optimises resource allocation, and provides leadership to project teams to deliver transformation initiatives successfully. In addition to program-level oversight, the role will also undertake hands-on project management activities where required to ensure delivery momentum, quality outcomes, and effective issue resolution.

This role will lead a critical and highly visible programs and projects in HSV's Transformation Strategy focused on the design and delivery of future-state operating models and enabling capabilities. This includes oversight of changes to service delivery models, supporting systems and technology, onboarding and transition activities for participating health services, and leading significant change management efforts to ensure adoption and sustainable outcomes across HSV and its stakeholders.

3. Specific duties and accountabilities

Position responsibilities

- Program and project leadership – Lead and manage the delivery of the program and projects, ensuring the benefits are achieved within agreed scope, time, cost, and quality.
- Network operating model – Drive the transition to future-state operating models to support strategic and operational objectives.
- Systems development and implementation – Oversee the design, development, and rollout of systems and technology to support the new operating model.
- Change leadership – Manage a significant change effort across HSV, health services, and external stakeholders to ensure adoption and benefits realisation.
- Governance and oversight – Establish governance frameworks, provide accurate reporting, and ensure compliance with HSV's program and project management standards.
- Risk and interdependency management – Identify, monitor, and mitigate risks, issues, and interdependencies across program streams.
- Stakeholder engagement – Build and maintain strong, collaborative relationships with internal HSV stakeholders, external health services, suppliers, and government partners.

- h. Team leadership – Provide direction and coaching to project managers, change leads/specialists, and SMEs within the program.

Management

- a. Lead a team to deliver the program in line with HSV's ePMO framework, policies and templates.
- b. Build, maintain, and leverage relationships across the business to identify opportunities to improve the project management service.
- c. Define the program work activities, structure and individual roles and accountabilities to optimise business outcomes.
- d. Identify stakeholders impacted by decisions, then take steps to keep interested parties engaged while managing expectations on outcomes.
- e. Understand customer and stakeholder needs and apply the skills, knowledge and experience to deliver high impact services that address those needs.
- f. Ensure compliance with policies and procedures including the Delegations of Authority instrument and Project Management Playbook.
- g. Lead and develop open and transparent lines of communication with stakeholders across the organisation via individual and divisional meetings, email and other interpersonal communication.
- h. Identify relevant opportunities and make recommendations for HSV to improve its processes, and quality and service delivery outcomes.

Health, safety and wellbeing (BeSafe)

- a. Builds a physical and psychological safety culture.
- b. Challenges people to think about safety challenges and scenarios in ways that they might not have considered before
- c. Regularly recognises team members' achievement of high safety performance.
- d. Effectively and sustainably manages safety issues that arise in a timely manner.
- e. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- f. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards.
- g. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV.

HSV values

Uphold the HSV values:



Customer-centric
We work with our customers and put them at the centre of our decision making

Our values



Accountable
We do what we say we will do



Respectful
We treat people the way we would like to be treated and work together in a safe, kind and honest way



Solutions-focused
We work together to find the best operational and commercial outcomes



Open
We welcome new ideas and change as we continue to learn and grow

Collaboration at HSV

- a. Identifies opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.
- b. Role models collaboration and teamwork and sets an expectation for similar behaviour across HSV.
- c. Identifies opportunities to work with other teams to deliver outcomes.

HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.

- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

4. Qualifications and experience required.**Academic/Education**

- a. Tertiary qualification to degree level, with qualifications relevant to program and/or project management, change management or other relevant discipline.
- b. Certification in a recognised project management methodology i.e MSP, PRINCE2, PMP.

Experience

- a. Minimum 8 years' experience in large scale program management in a Transformation/ePMO framework at enterprise-wide level. Health and logistics sector experience is desirable, however all experience will be considered.
- b. Demonstrated expertise in program and project management methodologies and leadership of project, program and portfolio reviews
- c. Effective stakeholder engagement up to Executive level and external customers.
- d. Demonstrated strength in building and maintaining effective working relationships within both Project teams and related business unit teams.
- e. Proven innovation and opportunity identification translated to tangible initiatives and successful value capture.
- f. Demonstrated strength in influencing skills where outcomes depend on contributions outside direct control.
- g. Demonstrated ability to manage all aspects of the program, including providing overall guidance and direction to the projects and overseeing financial management.
- h. Demonstrated ability to negotiate and manage conflict.
- i. Strong leadership skills to ensure the project teams are productive and commercially oriented.
- j. Ability to document and communicate the status of the program against plans, taking corrective action as necessary and identifying risks to deliverables early.
- k. Ability to identify, clarify, and resolve program issues and risks, escalating them as needed.
- l. Ability to think conceptually and drive practical solutions.
- m. Ability to communicate complex ideas simply and succinctly to non-technical audiences.
- n. Ability to think strategically, laterally and work autonomously.
- o. Detail oriented, data-driven and intellectually curious.
- p. Adaptability and flexibility to respond to deadlines and time critical tasks including willingness to work outside normal business hours when required.
- q. Strong understanding of organisational change and operational transition in a health, logistics, or government environment.
- r. Demonstrated success in benefits realisation and network/operating model implementation.

Personal

- a. Exceptional skills in leadership, coaching, analytical problem solving and strong business acumen.
- b. Exceptional communication and negotiation skills, with the ability to engage executive and operational stakeholders.
- c. Strong interpersonal, collaboration and communication skills.
- d. Demonstrated goal and deadline orientation.
- e. Demonstrated experience in solving complex problems in business operations and processes.
- f. Demonstrated experience in building relationships and then negotiating, influencing, and managing change in a matrix environment.
- g. Proven ability to operate and influence at senior levels with both internal and external stakeholders.

5. HSV's Leadership Capability Framework

Senior Leaders

Senior leaders are recognised collaborators with the ability to transition strategy into action. They maintain a focus on quality outcomes and understand the internal and external context and the need to balance long-term and short-term plans. They are authentic and encouraging leaders who support collaboration and innovation. They have an organisation-first mindset. Senior leaders deliver value for stakeholders, build high-performing, inclusive teams and celebrate success.

Priority leadership capabilities for senior leaders:

- Builds talent - Identifies strengths and enables our people to learn, develop and reach their full potential
- Drives change and innovation – Is courageous, open to new ideas, champions and navigates change
- Engages people - Builds trust, inspires and motivates, recognises effort and achievement while ensuring the team feels safe and included
- Provides direction - Clearly communicates strategy and priorities and promotes openness and transparency
- Commercial - Uses data and resources to deliver results, value and commercial outcomes
- Strategic thinker - Consolidates priorities, goals and opportunities into clear direction and adapts to changing circumstances

6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

As relevant the position may be required to work from home from time to time.

Some travel to HSV customer sites is a requirement of this position.