



Operations & Performance Manager – Interventional Cardiology Services

Organisation Overview

Eastern Heart Clinic (EHC) is a highly specialised interventional cardiology service operating across three hospital locations in Sydney – Randwick, Sutherland and Liverpool. Established over 35 years ago, the organisation has grown from its origins at Prince Henry Hospital to become a recognised provider of interventional cardiology services operating across both private and public healthcare environments.

Each site operates within a distinct service model:

- **Randwick** – Public/private partnership delivering same-day interventional cardiology procedures
- **Sutherland** – Public/private partnership interventional cardiology service including a small private inpatient capability
- **Liverpool** – A single Cath Lab operated on behalf of Healthscope, with patients returning to the host hospital for inpatient care

Across these sites, the organisation delivers a high volume of complex interventional cardiology procedures. The service is supported by approximately **130 staff**, alongside **approximately 50 visiting medical specialists** who are integral to the operation of the business.

As technology, procedure complexity and regulatory requirements have evolved, the operational environment has become increasingly sophisticated. Eastern Heart Clinic is now seeking an experienced operational leader to support the Chief Operating Officer in driving performance, efficiency and continuous improvement across the organisation.



Position Overview

Reporting to the **Chief Operating Officer**, the Operations & Performance Manager will play a critical role in strengthening operational efficiency across the Eastern Heart Clinic Group.

This position has been created to support the growing complexity of the organisation and ensure operational activities across the three sites are coordinated, measured and continually improved.

The role works closely with a number of key people across the organisation, particularly the Directors of Nursing, Nursing Unit Managers and Clinic Directors. The role will also have working relationships with the finance and administrative teams and with Visiting Medical Officers.

While the role does **not have direct reports**, it has broad organisational influence and works collaboratively across clinical and operational teams to drive improvements in workflow, efficiency and resource utilisation.

A key objective of the role is to ensure the operational systems and processes across the clinics enable clinicians and nursing teams to deliver high quality patient care in an efficient and sustainable manner.

Key Responsibilities

Operational Performance & Efficiency

- Analyse operational workflows across the Cath Labs and clinical services to identify opportunities to improve efficiency.
- Monitor and improve key operational metrics including:
 - Procedure start times
 - Cath Lab turnaround times
 - Utilisation of procedural capacity
- Work directly with nursing leadership to implement improvements to workflow, patient flow and scheduling.
- Observe operational activity within clinical environments and provide data-driven recommendations for improvement.



Inventory & Procurement Management

- Support the development of a modern inventory management approach as the organisation transitions from manual systems to digital platforms.
- Monitor inventory usage and supply chain performance across all sites.
- Work with clinical leaders and VMOs to optimise prosthesis usage while maintaining clinician preference and clinical quality.

Operational Data & Performance Monitoring

- Develop and analyse operational metrics that support decision making.
- Monitor productivity, cost efficiency and resource utilisation.
- Prepare operational reports and performance insights for the Chief Operating Officer and executive leadership.

Stakeholder Engagement

- Build strong relationships with Directors of Nursing, Nursing Unit Managers and clinical teams across all sites.
- Act as a trusted operational partner to nursing leadership by providing practical solutions that support service delivery.
- Engage with VMOs and clinic directors to support operational improvements while maintaining strong clinical relationships.

Business Operations & Financial Awareness

- Develop a strong understanding of the business drivers of the organisation including:
 - Health fund arrangements
 - Public hospital partnerships
 - Prosthesis list impacts
 - Private healthcare economics
- Identify opportunities for improved operational and financial performance.

Continuous Improvement & Projects

- Lead and support operational improvement projects across the organisation.
- Contribute to process redesign, workflow improvement and implementation of new operational systems.
- Assist in initiatives that enhance the efficiency and sustainability of the business.



Key Outcomes (First 6–12 Months)

Success in this role will be demonstrated by:

- Improved **procedure start time performance** across the Cath Labs
- Improved **turnaround times between procedures**
- Implementation of a **robust digital inventory management system**
- Strong working relationships established with nursing leadership across all sites
- Development of a clear understanding of operational and financial drivers of the business
- Delivery of measurable improvements in operational efficiency

Key Relationships

Internal

- Chief Executive Officer
- Chief Operating Officer
- Directors of Nursing and Nursing Unit Managers
- Clinical Directors
- Finance Team
- Nursing and Technical Staff

External

- Visiting Medical Officers (VMOs)
- Partner hospitals and health services
- Trainees and public hospital clinical teams



Candidate Profile

The ideal candidate will bring a combination of operational capability, healthcare experience and strong interpersonal skills.

Experience

- Experience working within **healthcare operations**, ideally within **private healthcare environments**
- Exposure to **clinical service environments such as interventional cardiology, procedural medicine, imaging or surgical services** would be advantageous
- Demonstrated ability to improve operational efficiency within complex healthcare environments
- Experience working across multi-site healthcare services

Skills & Attributes

- Strong analytical and problem-solving capability
- Ability to influence without direct authority
- Strong relationship-building and stakeholder engagement skills
- Highly organised with the ability to manage multiple operational priorities
- Demonstrated capability in operational performance improvement
- Strong commercial awareness within healthcare services

Personal Qualities

- Collaborative and approachable leadership style
- High levels of self-awareness and emotional intelligence
- Ability to build trust with long-tenured clinical teams
- Practical and solutions-focused
- Motivated by improving both patient care and staff experience



Employment Details

- **Location:** Randwick (with regular presence across Sutherland and Liverpool clinics)
- **Reporting Line:** Chief Operating Officer
- **Direct Reports:** None
- **Salary:** Approx. \$150,000 + Superannuation
- **Incentive:** Up to \$10,000 performance-based incentive