

# Position Description



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|--------------------------|--|-----------------------|--------------|
| <b>Position number:</b>  | PN249  | <b>Last reviewed:</b> | January 2026 |
| <b>Designation:</b>      | Head of the CEO's Office   |                       |              |
| <b>Classification:</b>   | Full-time – Permanent, or other arrangement to be agreed   | <b>Salary band:</b>   | Band 6       |
| <b>Business area:</b>    | Executive  |                       |              |
| <b>Reports to:</b>       | Chief Executive Officer (CEO)  |                       |              |
| <b>Key stakeholders:</b> | <b>Internal:</b> CEO, Executive Management Team, Business Area Leads, Project Managers, People & Culture, ICT, staff.<br><b>External:</b> MBA, Ahpra, NHPO, DHDA, regulatory bodies, and other key stakeholders. |                       |              |

| Organisational purpose  |
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| The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community. |

| AMC values   |
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| <ul style="list-style-type: none"><li>Integrity</li><li>Cultural safety</li><li>Collaboration</li><li>Openness and accountability</li><li>Striving for excellence</li><li>Innovation</li></ul> |

| Business area purpose  |
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| <p>The CEO's Office works with the CEO and other internal stakeholders to provide strategic and business leadership, oversight, coordination, and executive support to ensure effective governance, communication, and alignment of initiatives and priorities across the AMC.</p> <p>The establishment of this role will build the capacity of the CEO's Office to:</p> <ul style="list-style-type: none"><li>Lead and support cross-organisational projects and initiatives.</li><li>Lead the AMC's project management methodology and Project Management Office (PMO).</li><li>Coordinate organisational responses to external stakeholders.</li><li>Strengthen AMC's frameworks and systems for privacy, and complaints handling.</li><li>Increase collaboration and consistency across all AMC teams.</li></ul> |

## Position purpose

The Head of the CEO's Office is a new senior role reporting directly to the CEO, created to strengthen coordination and collaboration across the AMC. The position will build the capacity of the CEO's Office to support and oversee organisational priorities.

The role will lead the PMO, ensuring a whole-of-organisation approach to project management and support for AMC-wide strategic and business initiatives.

The role will coordinate responses to complaints, including those received from the NHPO, oversee privacy policy and procedural matters, and support organisation-wide responses to external consultations.

As the role is established and embedded, the scope and resourcing of the CEO's Office will be reviewed to identify the skills, experience, and capacity required to meet AMC's evolving needs.

## AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

***All AMC staff are required to participate in ongoing cultural safety training.***

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

## Position responsibilities

### Project management and leadership

- Lead a centralised PMO that provides project management leadership, support, and oversight across the organisation.
- Support delivery of AMC-wide projects to ensure effective strategic and business outcomes aligned to priorities and coordinated across the organisation.
- Develop and maintain consistent project management frameworks, structures, templates, and reporting for the AMC to achieve a whole-of-organisation approach.

### Complaints Management (NHPO Liaison)

- Coordinate and oversee NHPO and other statutory complaints, ensuring timely, accurate, and high-quality responses.
- Collaborate with relevant teams to gather information and help draft appropriate responses.
- Promote consistent standards and learnings from complaints to support continuous improvement.

### **Privacy Management**

- Oversee AMC's privacy policies, procedures, and enquiries, including privacy-related complaints.
- Support staff through coordination of training and guidance on privacy requirements.
- Build organisational capability in privacy awareness and compliance.

### **External Consultation Coordination**

- Coordinate organisation-wide responses to consultation requests from external bodies such as MBA, Ahpra, NHPO, and DHDA.
- Collaborate with teams to ensure responses are timely, well-informed, and consistent with AMC's values and interests.
- Maintain an effective process for tracking, reviewing, and submitting AMC's external responses.

### **CEO Office Capacity Building**

- Support the CEO in strategic and operational oversight of cross-organisational work.

Enhance collaboration and information flow between teams to strengthen organisational capacity.

### **Position key results area (KRAs)**

- Improved coordination and collaboration across AMC.
- Effective coordination and delivery of AMC-wide projects including the development and implementation of a project management framework that supports AMC's work.
- Timely, consistent, and high-quality responses to NHPO complaints and consultation requests.
- Clear, compliant, and effective privacy frameworks and staff guidance.
- Increased capability and capacity within the CEO's Office.
- Positive feedback from the CEO, Executive, and teams on the support and coordination provided.

### **Key selection criteria**

#### **Qualifications/Experience**

1. Tertiary qualifications in business management, project management, governance, or a related discipline.
2. Demonstrated experience in project management, governance, or organisational coordination roles.
3. Experience managing or supporting complaints and/or privacy functions.
4. High-level written and verbal communication skills, including the ability to prepare reports and correspondence for external bodies.
5. Proven ability to collaborate effectively with internal and external stakeholders.

#### **Capabilities and Attributes**

- Strong leadership and coordination skills.
- Ability to influence and build relationships across diverse teams.
- Strategic and analytical thinker with a practical, solution-focused mindset.
- High integrity, discretion, and judgement in handling sensitive matters.

- Commitment to AMC's values.

**Nature of Appointment**

The position is full time and permanent, however other arrangements can be agreed.