

Position Description – Business Operations Manager

Updated 8 April 2026

POSITION DETAILS	
College/Portfolio	College of Medicine and Public Health
Organisational Unit	International Centre for Point-of-Care Testing (ICPOCT)
Supervisor (Title)	Co-Director, International Centre for Point-of-Care Testing
Classification	Higher Education Officer Level 8
Employment Type	Fixed term, Full-time

POSITION SUMMARY

The Business Operations Manager will make significant contributions to the ongoing success and growth of the International Centre for Point-of-Care Testing (ICPOCT). ICPOCT is an internationally recognised global leader in point-of-care testing (POCT), with expertise in POCT research and education encompassing chronic, acute and infectious diseases. ICPOCT is located within the College of Medicine and Public Health and is part of the Flinders Health and Medical Research Institute (FHMRI) at Flinders University in South Australia. The Centre's research activities have made a significant contribution to increasing access to health care and improving health outcomes, particularly in Aboriginal and Torres Strait Islander communities and in rural and remote communities nationally and internationally.

The Business Operations Manager will be required to provide day-to-day, strategic business and financial management of all Centre research programs and operations. Under broad direction, the Business Operations Manager will have direct responsibility for contract management, financial management, internal and external facing communications, website and social media management, events management, identification and development of revenue sources for ICPOCT in line with the Centre's Strategic Plan, co-ordination of reports to funders and/or to the Centre's advisory board, devising program budgets, general Centre operations and policy development, and support for strategic development, in line with Flinders University policies and procedures.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity policies*.

Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID in line with the SA Health policy.

A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position

KEY POSITION RESPONSIBILITIES

The Business Operations Manager will be accountable for:

1. Preparation, management, and dissemination of all financial aspects of the ICPOCT accounts and programs including, but not limited to, budget forecasting, financial reconciliation, staff costing allocations, monthly financial reporting, preparation, and timely submission of progress reports to funding bodies and approval of ICPOCT purchases and expenses.
2. Managing end-to-end contract process with collaborators and funding organisations. This includes managing contracts in accordance with University and legislative requirements, from negotiation to execution (including analysis of relevant issues pertaining to intellectual property) as well as undertaking the role of contract manager for the life cycle of the grant.
3. Providing operational and business support to the Centre's Co-Directors, including but not limited to Secretariat for the ICPOCT's Advisory Board and other project advisory/reference groups established for ICPOCT's core business.
4. Developing and implementing ICPOCT's overall internal and external communication strategy with input from Co-Directors and program leads to progress the goals of the Centre and ensuring creative content produced meets the brief, conforms to University branding guidelines and are created to industry and technical standards.
5. Events management and coordination, supporting ICPOCT's community education and training activities as required, meeting coordination, office management and administration for the broader ICPOCT team including proofing and formatting reports and acting as the formal contact point for ICPOCT.
6. Developing and maintaining effective working relationships with internal and external stakeholders (including consultation with Commonwealth and State/Territory Governments where appropriate) to ICPOCT and the University, and providing a high level of professional judgement and advanced problem-solving skills, relating to complex operational, program and planning matters, to influence and inform high-level decisions and innovative opportunities for change.
7. Providing a high level of strategic leadership for ICPOCT, including the identification of and planning for operational requirements, risk mitigation, staff resourcing, and the delivery of reports and outcomes to meet contracted deliverables, with assistance from the Centre's Administrative Officer.
8. Actively managing ICPOCT's systems and processes, undertaking reviews of web content and providing advice to inform the enhancement of ICPOCT's assets, and managing ICPOCT's connection with key stakeholders, clients and the broader community to ensure the efficient and responsive delivery of ICPOCT's operations and program deliverables.
9. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University and occasional out-of-hours work to meet operational requirements.

KEY POSITION CAPABILITIES

- Progress towards a postgraduate qualification in business, or related field and a minimum 5 years' of management and leadership in a similar Business Manager role, or an equivalent combination of experience and/or other relevant education/training.
- Demonstrated high level experience in financial management including developing financial reports, complex quotations, budgets, forecasting and reports against expenditure including experience with financial systems such as Fraedom.
- High level experience in providing independent executive support and advice to the Centre's Co-Director(s) in business management and/or related fields including research settings, and proven experience in the development of an advisory board.
- Demonstrated high level written communication skills with attention to detail and the ability to write a variety of documents including articles, progress reports to funders, advisory board papers, social media and website, procedures, program outlines, business plans, progress reports or other materials with application to ICPOCT and the University. Experience with external facing communications including, websites and social media.
- Proven high level oral communication skills and confident interpersonal interactions, astute perception with strong engagement abilities in complex or/and unfamiliar situations. Highly developed ability to relate, influence and communicate with a diverse range of people. This includes exercising professional tact and confidentiality when dealing with sensitive and complex issues.
- Proven experience in contract management, developing and managing relationships with key stakeholders such as government agencies, industry and other collaborators to implement ICPOCT's goals and meet contractual obligations.
- *Demonstrated high level experience in writing, editing, proof reading and producing multimedia content for web and social media, events management, Content Management Systems and developing compelling online content Experience in the use of the program EndNote (desirable)*
- *An understanding of point-of-care testing in the primary health care sector (desirable).*