POSITION DESCRIPTION

Position	Senior Practice Officer (Operations & Finance Support)
Level/Classification	HEW 0606
Reports to	Manager Medical Services (Clinical & Strategic Lead)
Unit	Murdoch University Medical Service
Directorate	Student Wellbeing
Positions Supervised	Administration Team

Position Purpose

The Senior Practice Officer (Operations & Finance Support) provides specialist administrative, financial and operational support to the Murdoch University Medical Service, operating under the direction of the Manager Medical Service, who holds overall governance accountability for business operations.

This role is responsible for the operational oversight of clinical administration, business processes, financial transactions and compliance activities, including direct supervision of the administrative team managing clinic bookings, Medicare compliance and payment administration. The position ensures efficient, compliant and sustainable service delivery through the effective day to day management of systems, processes and workflows, and provides informed advice and support to the Medical Service Manager.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice, and inclusion, and making education accessible to more people.
Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore, and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse, and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government, and industry.

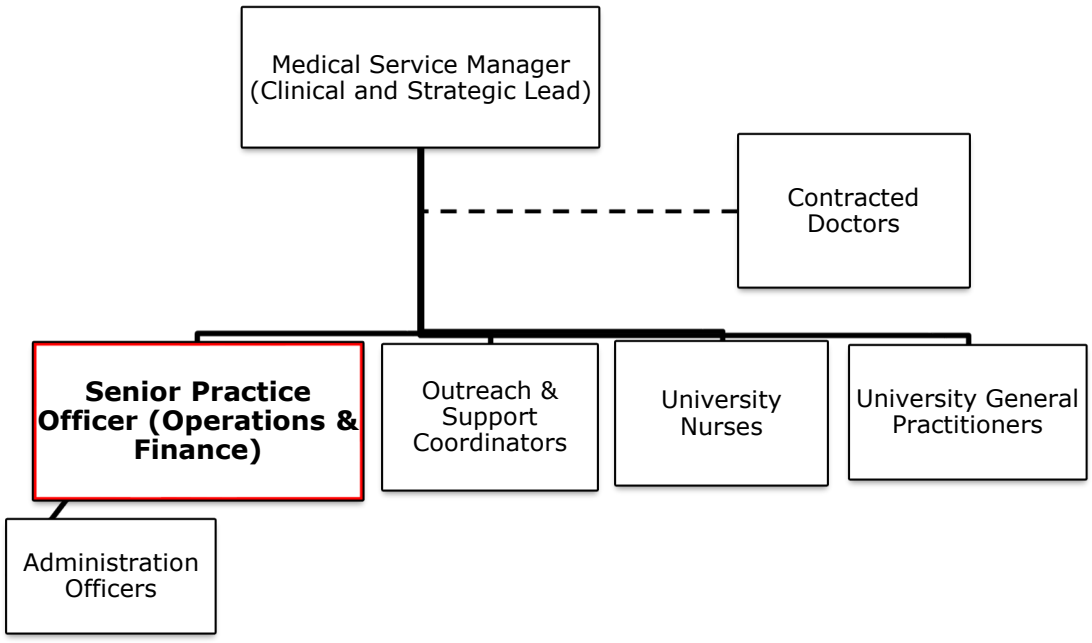
About the Work Area

Murdoch University Medical Service forms part of the University's Student Wellbeing portfolio, delivering integrated health services that support student success, contribute to staff wellbeing and promote a safe, healthy campus environment.

The Medical Service provides accessible, high-quality primary healthcare within a regulated clinical environment and operates in accordance with national standards and legislative requirements. The service comprises a multidisciplinary team including medical practitioners, nursing staff, Outreach Support Coordinators, the Senior Practice Operations and Finance role, and administrative professionals.

The administrative and operational team plays a critical role in supporting service delivery through effective coordination of clinical administration, financial management, practice systems and accreditation processes, ensuring efficient, compliant and sustainable operations that meet the evolving health and wellbeing needs of the University community.

Reporting Relationships



Key Responsibilities/Duties

1. Under the direction of the Medical Service Manager coordinate clinical administration, business processes and practice management systems to support effective service delivery.
2. Supervise and coordinate the administration team, including workflow allocation, rostering and daily operations, while supporting staff development and maintaining a service-focused team.
3. Provide front line administrative support as operational demand requires, with the balance of duties flexing to meet peak period needs.
4. Implement, maintain and continuously improve administrative systems, processes and workflows, and act as an escalation point for complex issues, ensuring timely resolution and appropriate judgement.
5. Manage end-to-end financial administration processes including accounts payable, accounts receivable, billing and reconciliations- covering Medicare, OHSC, Workers Compensation and third-party billing systems, and GP contractor billing payments- ensuring accuracy, compliance, timely claims processing, and coordination with University Finance.
6. Maintain debtor management processes, including monitoring outstanding accounts, investigating discrepancies and supporting recovery actions.
7. Coordinate procurement and purchasing activities, including raising purchase orders, invoice processing, supplier liaison and contract administration support, and maintain financial records and systems including bank and corporate card reconciliations, cost centre tracking and audit ready documentation.
8. Support budget monitoring and financial performance tracking through preparation of data, reconciliation of accounts and identification of variances, and provision of accurate financial data and insights to support reporting, forecasting and operational decision making.
9. Support compliance with Medicare requirements, financial governance frameworks, procurement policies and privacy legislation, under the overall governance of the Senior Manager. Including optimising administrative, financial and practice management systems, analysing service and billing data to identify risks and trends, and contributing to the development and review of policies and procedures.
10. Work under the direction of the Manager Medical Service to support accreditation activities, including coordination of documentation, evidence management, audit preparation and submission processes required to achieve and maintain accreditation against relevant national standards (AGPAL).
11. Assist with wider functions of Student Wellbeing portfolio as required, as directed by the leadership team, and undertake other duties as required, commensurate with the classification and scope of the position.

Selection Criteria

Essential

1. Completion of a diploma-level qualification with relevant work-related experience or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated extensive experience in medical administration, including Medicare billing, financial administration processes including reconciliations, billing systems and procurement processes.
3. Proven ability to exercise initiative and judgement and operate with a high level of autonomy under general direction.
4. Demonstrated ability to supervise or coordinate staff, including rostering, training and performance support.
5. Demonstrated ability to interpret policies, procedures and regulatory requirements and ensure compliance.
6. Highly developed organisational, analytical and problem-solving skills with the ability to manage competing priorities.
7. Highly developed communication and interpersonal skills, including the ability to manage complex or sensitive situations.
8. Advanced proficiency in Microsoft Office, financial systems and medical practice software.
9. Commitment to equity, diversity and inclusion, with demonstrated experience delivering inclusive, culturally safe services to people from diverse backgrounds including First Nations, LGBTIQA+ and CaLD communities.

Desirable

1. Diploma of Practice Management, Undergraduate degree in Health or Business Administration or equivalent combination of training and experience.
2. Experience in a university or multidisciplinary health service environment.
3. Knowledge of systems such as Best Practice, Workday, Finance One or SAP Concur.

Work Requirements

1. The occupant of this position will be required to undertake a criminal record check in accordance with the University's Criminal Record Screening Procedure.
2. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
3. Evidence of vaccination and/or immunity in accordance with the University's Immunisation Policy.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;

- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.