

Position Description

Business Development Liaison Officer

Classification:	HS4
Business unit/department:	Pathology
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/>
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item. Choose an item.
Employment type:	Full-Time
Hours per week:	40 + ADO (monthly)
Reports to:	Manager Pathology Client Services
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	31/07/2025

Position purpose

The Business Development Liaison Officer supports the delivery of high-quality client services to internal and external clinicians across the Austin Pathology network, working closely with the Client Services Team to ensure all client needs are met throughout the pre- and post-analytical phases of service.

This includes supporting the onboarding of new clients, facilitating service expansion opportunities, and contributing to the development and renewal of Service Level Agreements and lease arrangements. The role plays a key part in fostering positive stakeholder relationships, monitoring service performance against KPIs, and ensuring compliance with contractual obligations. The Officer will also contribute to business development initiatives by analysing Collection Centre utilisation, reporting on market intelligence, and supporting marketing strategies aimed at enhancing client engagement. ensuring a high standard of service delivery across Austin Pathology's metropolitan and regional network.

About the Directorate/Division/Department

Austin Health Pathology is a dynamic and growing department within Austin Health, dedicated to delivering high-quality diagnostic services across metropolitan Melbourne and regional Victoria. We proudly support Austin Health, the Mercy Hospital for Women, and a wide network of GPs and specialists.

We are currently expanding into the Hume and Loddon Mallee regions, strengthening our presence and accessibility in regional communities through a network of laboratories, collection centres and point-of-care services.

Our accredited laboratories provide a full range of diagnostic services—from routine testing to complex investigations—supported by expert advice and a strong commitment to research, education, and innovation.

As a university teaching hospital, we offer rich opportunities for learning and collaboration. Our team contributes to formal education programs for students and actively participates in research, development, and clinical trials.

Our regional laboratories deliver core pathology services tailored to meet the needs of their local communities, with the backing and support of our main 24/7 laboratory at the Heidelberg campus, which offers a full suite of diagnostic capabilities including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology, and Molecular Diagnostics.

This period of growth marks a significant chapter for Austin Health Pathology. We are proud to be strengthening our services and continuing to advance diagnostic care across Victoria.

Position responsibilities

- Assist in the management of internal and external client services of Austin Pathology and ensure efficient delivery of high-quality service provision.
- Ensure key stakeholder relationships are positively fostered and ongoing compliance with service level agreements and associated key performance measures.
- Review opportunities for expansion of service delivery to external clients including the facilitation and negotiation of lease agreements and arrangements for testing services across Austin Pathology's expanding metro and regional catchment.
- In collaboration with the Client Services Manager, assist in the preparation, management and renewal of Service Level Agreements and leases as required.
- Assist in the onboarding of new clients and support the Collections team with new clinic establishment.
- Utilise statistic reports to monitor Collection Centre utilisation and business activity ROI.
- Work with Client Services team to develop and implement marketing initiatives to nurture existing relationships and encourage new service engagement
- Gather and report on market business intelligence to support and review business projects
- Assist in providing adequate and effective communication to key stakeholders and liaise with internal departments to provide high quality solutions to meet client needs.



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- Develop and maintain positive client relationships through scheduled SLA and governance meetings as well as periodic on-site visits with partnered healthcare facilities and GP and specialist clinics.
- Assist with complaints management ensuring any issues are documented in the quality management software, followed up appropriately and responded to.
- Support the creation of training packages, including documents and digital assets to provide training to internal and external clients across our state-wide network.
- Assist in the provision of pathology consumables and request forms to internal and external clients, working with vendors to promptly fill requests.
- Other duties as required

Selection criteria

Essential skills and experience:

(User to enter information below using dot points)

- 3+ years of experience in a liaison or commercial role, ideally within the pathology, scientific or healthcare / medical industry, with a strong focus on building client relationships
- Exceptional people skills with the aptitude to quickly build trust and rapport, with demonstrated ability to deal with a wide range of stakeholders
- Ability to understand client workflows and technical needs, maintaining a solutions-oriented mindset.
- Proven ability to collaborate well with both internal and external stakeholders to drive business engagement.
- Experience in executing, monitoring and evaluating strategic marketing and business development plans
- Experience in utilising data and market intelligence to inform and evaluate business initiatives
- Willingness to travel both regionally and within metro Melbourne
- Excellent communication skills (written and oral), with a high level of attention to detail
- Strong IT skills with the ability to assist with troubleshooting, including Microsoft 365 Suite proficiency and familiarity with database management
- Able to execute organization priorities and switch task focus while working in a fast paced and ever-changing environment
- Demonstrated commitment and proven ability to initiate and manage organizational and technological change

Desirable but not essential:

(User to enter information below using dot points)

- A strong understanding of medical software (LIS, practice software, EMRs etc)
- An understanding of quality systems

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.



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Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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