

Position Description

POSITION TITLE:	Relationship Manager
REPORTS TO:	Chief Operations and Innovation Officer
EMPLOYMENT TYPE/STATUS:	FULL TIME
EMPLOYMENT STATUS:	ONGOING
CLASSIFICATION:	Level 8
DATE REVIEWED:	October 2025

Team Overview

The Operations and Innovation Team is based in Carlton at the BreastScreen Coordination Unit and is responsible for:

- Asset and Capital Management
- Coordination and management of BSV's Innovation agenda
- Corporate Governance
- Environmental sustainability
- Facilities management
- Finance and Budgeting
- People and Culture
- Policies, Procedures and Compliance
- Project Management
- Risk management
- Service provider contract management, including state-wide capacity management

Role Objective

The RAS Relationship Manager is responsible for managing the relationship with BSV's Reading and Assessment Services (RAS).

You will be the lead point of contact for all matters specific to BSV's Reading and Assessment Services and be required to build strong, long-lasting relationships.

You will also lead the contract management function for RAS service providers and provide advice and recommendations to stakeholders on a broad range of contract performance and project matters, promoting excellence in collaboration with RAS Program Managers and Executives.

Key Responsibilities – Include but not limited to:

	Key Responsibility	Key outcomes (n/a until appointed)
1	Relationship Management Responsibilities • Serve as the lead point of contact at BSV Coordination Unit for all RAS service providers. • Build and maintain strong, long-lasting relationships • Develop trusted advisor relationships with staff at the Reading and Assessment Services, including hospital management. • Supporting change management activities at the Reading and Assessment Services to ensure successful implementation of projects. • Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders • Forecast and track key performance indicators Prepare reports on key performance indicators • Assist with challenging client requests specific to RAS sites and issue escalations as needed • Ensure that requests from RAS sites are actioned and closed in a timely manner	All RAS service providers communications attended to within 3 business days Sufficient Appointment target met monthly Monthly RAS Relationship reporting back to stakeholders RAS Service Provider Survey Results of BCU

	Key Responsibility	Key outcomes (n/a until appointed)
	Identify emerging trends and advise on improvements, including engaging with relevant BSV Exec and staff.	worksheets actioned
2	Capacity and Program Management Responsibilities - Chairing Capacity Meetings and Program Managers meetings and approving minutes, and responsible for actions arising. - Co-ordinate, attend and manage RAS Mid-Year Review process and check-ins (3 per RAS pa) and all follow up actions. - Contribute to continuous improvement and innovation in all activities, including maximization of opportunities to harness technology to optimize productivity. - Actively works within a supportive team environment that embraces change, innovation, and quality customer service	Dynamics CRM, Power bi utilised to efficiently and to maximum ability – All capacity program manager and MYR meetings occur timely and papers, meeting setting, outcomes and follow up is up to date
3	Other duties as advised by Chief Operations and Innovation Officer	

Level of Supervision and Independence

As a level 8 employee, as per the BSV Enterprise Agreement, this role requires a high level of management and organisational skills, specifically the ability to contribute to the strategic plan of BSV. The incumbent will be required to take a broad, ongoing leadership role as well as work effectively in a team environment at a senior level, with the capacity to lead and support others.

A high level of interpersonal and negotiating skills, excellent communication, and the ability to liaise and negotiate with stakeholders at a senior level will be required whilst monitoring resources and balancing completing priorities to achieve results.

Level 8 employees are required to draw on specialist skills and knowledge and demonstrate the ability to anticipate and assess the impact of change. Furthermore, it is expected that the position will create and foster awareness of the opportunity for change and create an environment conducive to change.

This position has 0 direct reports and reports directly to the Chief Operations and Innovation Officer.

Key Behaviours and Values

At BreastScreen Victoria, our values are more than words on a page; they reflect who we are and how we work. Our values inform our everyday decisions. They guide how we interact, solve problems, support clients, and contribute to a strong, unified team.

From the way we support each other to how we welcome and care for our clients, our values of Caring, Respect, Collaboration, Inclusion, and Excellence form the foundation of our workplace culture.

BreastScreen Victoria provides positive guidelines around key behaviours and values to ensure the work of all employees is effective, respectful and contributes to the positive culture of our organisation. Adherence to the BSV Performance Behaviours' Dictionary, Code of Conduct and other relevant organisational policies and procedures is an ongoing requirement of the role.

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
Relevant tertiary qualification.	Experience in NFP or Health related field

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Proven experience as an Account Manager, Sales, Account Manager, Business Development Manager or in another relevant role	Previous responsibility for supervising staff including developing others.
Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organisation, including Executives	Understanding of the health sector, radiology or BreastScreen Victoria's services, with the ability to foresee, troubleshoot and minimise potential issues/risks for service providers and clients.
Solid experience with CRM software (e.g. Salesforce, Zoho CRM or HubSpot) and MS Office (particularly MS Excel)	
Experience delivering client-focused solutions to meet and exceed customer needs	
Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail	
Experience in contract development and/or management or relevant project management experience.	
High-level research, analytical and conceptual skills, with the ability to analyse data and solve complex problems.	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Excellent interpersonal skills – listening, communicating, negotiation and conflict resolution.	
Emotional Intelligence	

Personal Abilities & Behaviours	
Leadership skills	
Personal and professional integrity	

Relationships

INTERNAL	EXTERNAL
BSV Executive	BSV RAS Service Providers
BSV Managers	

Diversity & Inclusion

We are committed to promoting diversity, inclusivity and accessibility within our workplace, and encourage people from diverse communities and backgrounds to apply for roles at BreastScreen Victoria. This includes (but is not limited to): people from culturally and linguistically diverse backgrounds; LGBTI communities; Aboriginal and Torres Strait Islander people; and people living with disability.

BreastScreen Victoria have a number of policies, procedures and systems that promote inclusive behaviours throughout our workforce. They are all key indicators for successful performance in this role.

About BreastScreen Victoria

Our Program

BreastScreen Victoria operates a population-based breast cancer screening program that aims to reduce the impact of breast cancer and save lives through early detection. We provide free breast screens (mammograms) to women and the trans and gender diverse community aged 40 and over without breast symptoms, targeting those aged 50 to 74 years who are proven to benefit the most from population-based screening.

We are contracted by the Victorian Department of Health to deliver breast screening in Victoria as of the national BreastScreen Australia Program.

BreastScreen Victoria operates across a network of permanent and mobile screening clinics and assessment services to provide high-quality and inclusive care for the Victorian community.

Our program is client-focused, embedding client input and feedback at every stage.

Our services are quality assured and accredited under the BreastScreen Australia National Accreditation program, and our performance is measured against the National Accreditation Standards.

Our program



The BreastScreen Victoria program is for women, including eligible trans and gender diverse people.



The program is for women with no breast symptoms.

50-74

BreastScreen Victoria invites women aged 50-74 to get a breast screen (mammogram), based on evidence that screening is most effective in this age group. The program is also open to women over 40.



A breast screen is recommended every two years.



Clients may be called back for further tests. This does not mean breast cancer is present; however, more tests may be necessary.

How we deliver our program



The BreastScreen Victoria program is free.



A breast screen takes just 10 minutes.



No Medicare or doctor's referral is needed.



All breast screens are conducted by experienced woman radiographers.



Breast screening and assessment services are available across Victoria. Two mobile screening services provide screens in rural and regional communities.

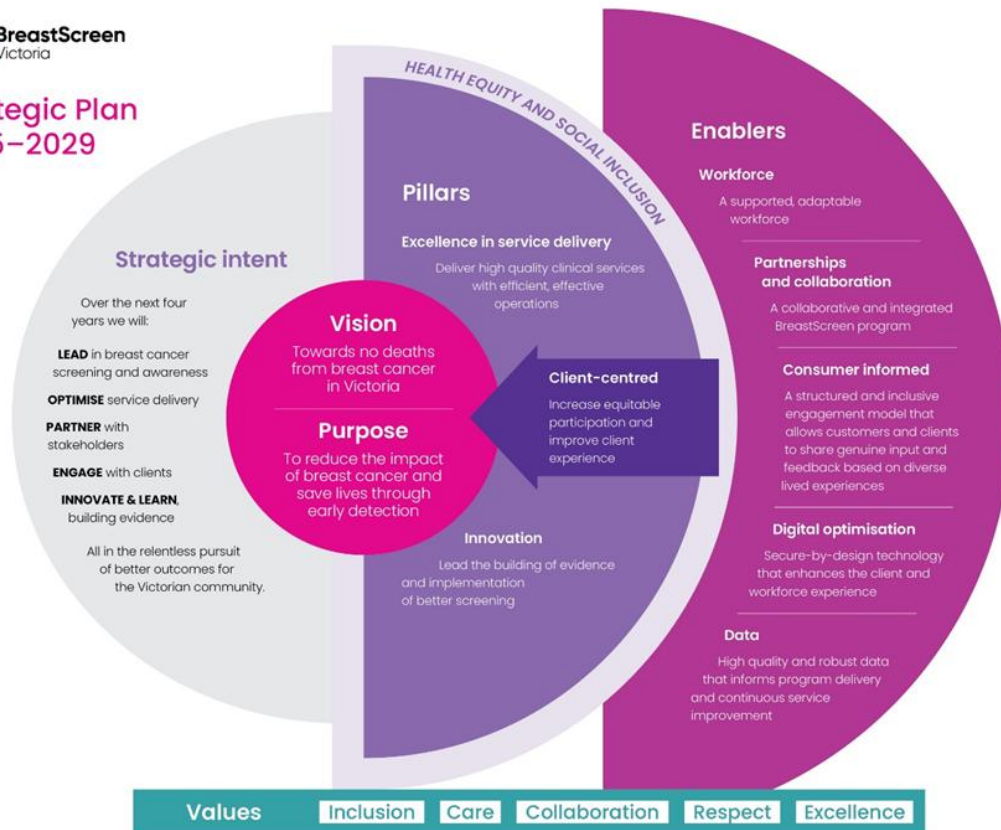
Strategic Plan 2025–2029

Our Strategic Plan for 2025–2029 sets a bold vision and purpose, guiding our organisation toward a future of no deaths from breast cancer in Victoria.

Our people are at the heart of everything we do. This Plan highlights the focus and investment needed to build a supported, adaptable workforce, with strong program and clinical leadership and new capabilities, both now and into the future.

Developed through extensive consultation with consumers, service providers, staff, partner organisations, and government stakeholders, this Plan reflects a shared commitment to delivering equitable, high-quality breast screening services for all.

Strategic Plan 2025–2029



Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____