

Candidate Information Pack

Western Sydney Local Health District

Executive Director Operations

October 2026

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The Advertisement

Executive Director Operations

Western Sydney Local Health District, NSW Health

Elevate operational performance and support the delivery of world-class care across one of Australia's largest and most diverse health districts.

About Western Sydney Local Health District

Western Sydney Local Health District (WSLHD) delivers comprehensive healthcare to over a million people across Western Sydney, one of Australia's most vibrant and diverse communities. With 14,000 staff, a budget of \$2.9bn and more than 70 sites, WSLHD is a leader in clinical service delivery, research and education. Its reach runs from the Westmead Health Precinct, Auburn and Cumberland Hospitals to the fast-growing communities of Blacktown and Mount Druitt. As the population grows, the District is expanding capacity at Blacktown and Mount Druitt Hospitals and building the new Rouse Hill Hospital to serve the north of the District.

The Operations Directorate oversees this breadth of activity, leading the hospitals, Integrated and Community Health, Drug Health, Oral Health, Mental Health Services and Clinical Networks which deliver world class care for the community.

About the Role

Following the recent appointment of the District's new Chief Executive, Alison Zecchin, WSLHD is now seeking an exceptional Executive Director Operations to lead clinical operations and performance across the District, and shape its next phase of growth. Reporting to the Chief Executive, you will:

- Provide strategic advice and counsel to the Chief Executive, the broader executive team and the Board.
- As a member of the District executive leadership team and in consultation with the Chief Executive, lead and deliver strategic and operational plans, policy development, business strategy and clinical service design.
- Provide executive leadership and oversight of the hospitals and health services across the District, through 12 direct reports.
- Elevate financial and operational performance, with shared responsibility for a \$2.9bn budget.
- Lead diverse stakeholder relationships including with clinicians, academics, support staff, NSW Ministry of Health, PHNs, NGOs, and other key partners.
- Foster a culture of innovation, quality improvement and patient safety which delivers world-class health services for patients, families and the broader community.

About You

You're a senior health executive who thrives on complexity and challenge. With extensive leadership experience in a substantial, complex organisation delivering health services, you bring the strategic insight and executive presence to lead operations across a district of this scale.

You're a natural collaborator who builds trust with clinicians, general managers, operations staff, government and community partners, and engages diverse teams behind a shared vision. You demonstrate strong financial acumen, excellent governance capabilities, and the ability to balance day-to-day operations with long-term strategy. Most importantly, you understand that great health services are built on collaboration, innovation and an unwavering focus on patient-centred care. You're ready to step into this complex, high profile role and truly impact the communities of Western Sydney.

This represents a wonderful opportunity to join the executive leadership team of this thriving community and health service during an exciting phase of transformation and growth.



About Western Sydney Local Health District

Western Sydney Local Health District (WSLHD) is a leader in clinical services, research and education and provides a diverse range of public healthcare to more than 1,050,000 residents in Sydney's west.

WSLHD is responsible for delivering and managing \$2.9 billion in public healthcare across more than 120 suburbs in Blacktown, The Hills Shire, Cumberland and Parramatta local government areas (LGAs).

At WSLHD, we are proud to employ close to 14,000 people who work across more than 70 sites, including Westmead, Auburn, Cumberland, Blacktown and Mount Druitt hospitals, as well as a wide network of integrated care and community-based services.

Our people are what make us strong, and they're at the heart of delivering high-quality care, every day.

Our Residents

Western Sydney Local Health District is home to one of the most diverse populations, socially, culturally and economically. Of the 1,052,990 residents who call our District home, almost half (49.9 per cent) were born overseas, reflecting a rich tapestry of cultures and traditions.

Our community also includes 16,531 Aboriginal residents, further enriching the unique cultural identity of the region. With residents originating from around 200 countries, and more than half of the community speaking languages other than English at home, it highlights both the vibrancy of our community as well as the critical need to address language barriers to ensure equitable access to healthcare and support services.

Additionally, many postcodes within our LGAs rank high on the socio-economic disadvantage scale, with higher rates of homelessness and a lower percentage of people with access to private health insurance, contributing to further challenges across our District.

Recognising this diversity, we are committed to delivering inclusive and culturally sensitive healthcare. Our services are tailored to meet the unique needs of our community, including addressing language barriers and supporting those with complex health needs.

Through community partnerships, multilingual resources, and culturally competent care, we work to ensure that everyone has equitable access to safe, quality healthcare.

Social and Health Atlas

The Social and Health Atlas provides comprehensive health and socio-demographic data on the residents of WSLHD.



Our Health Services

WSLHD has embarked on multimillion dollar redevelopments, and is investing in innovation, research and education as we forge new frontiers in healthcare delivery.

Community and population based services play a critical role in the provision of healthcare in Sydney's west.

Our hospitals:

- Auburn
- Blacktown
- Cumberland – future relocation to a new facility on Westmead Precinct
- Mount Druitt
- Westmead
- Future Rouse Hill Hospital

Our Community Health Centres:

- Auburn
- Blacktown
- Doonside
- Merrylands
- Mount Druitt
- Parramatta
- The Hills

NSW Local Health Districts



Western Sydney Local Health District



Role Description

Executive Director Operations

Cluster	NSW Health
Agency	Ministry of Health
Division/Branch/Unit	Western Sydney Local Health District
Role number	669036
Classification/Grade/Band	HSSE Band 2
Senior executive work level standards	Work Contribution Stream: Service/Operational Delivery
ANZSCO Code	132411
PCAT Code	2331192
Date of Approval	November 2020 (Reviewed October 2026)
Agency Website	www.health.nsw.gov.au

Agency overview

For more information go to <http://www.wslhd.health.nsw.gov.au> and <http://www.health.nsw.gov.au>

Primary purpose of the role

The Executive Director Operations Western Sydney Local Health District (WSLHD) is accountable for the management of clinical operations and performance of the District in collaboration with the Chief Executive and other members of the WSLHD Executive Leadership team. The role assumes performance accountability for clinical services as outlined in the annual WSLHD Service Agreement with the NSW Ministry of Health. As a senior Executive role within WSLHD, the role provides significant input into the development and oversight of District strategic and operational plans, policy and development, business and clinical service strategies and relationship management.

Key accountabilities

- Provide strategic and operational advice to the Chief Executive related to the functional areas of accountability for the role and as a member of the WSLHD Executive Leadership team.
- Provide strategic and operational leadership, management and supervision of operations design and performance to meet Service Level Agreement targets.
- Lead the Executive Operations management team, in collaboration with other District Executive members, provide strategic and operational direction to services; and encourage a culture of performance excellence and accountability, a focus on patient, client, consumer, carer and staff satisfaction and positive health outcomes, fostering and practically supporting an environment of innovation, requiring and demonstrating co-operation and respect when dealing with others in managing the health service.
- Effectively contribute and lead management of the LHDs financial position at all levels of the organisation to ensure that budget is met whilst driving strategy for access and activity management. Key involvement in the management of LHD assets and technology infrastructure to ensure that LHD service delivery meets best practice standards.

- Accountable for the performance of clinical services. Collaborate with senior clinicians, academics, scientists, clinical and support staff to ensure effective clinical governance of the services to meet relevant patient safety and quality performance requirements.
- Provide executive management of designated clinical services operating across WSLHD to achieve key performance targets, including: Westmead hospital, Auburn hospital, Blacktown hospital, Mount Druitt hospital, Integrated and Community Health, Drug Health, Oral Health, Mental Health Services, and Clinical Networks.
- Develop and maintain effective working relationships within the organisation, the community and with key stakeholders. Liaise with other service delivery agencies, developing policies, procedures and networks as appropriate to support the delivery of coordinated and efficient care models.
- Promote human centred quality plans that improve the patient and consumer experience at WSLHD. Provide advice and guidance in applying quality improvement methodology and tools to execute quality projects.
- Manage the development of innovative service models to ensure resources are appropriately utilized to maximise service provision

Key challenges

- Integrating LHD services to optimize effectiveness and efficiency across the district to achieve service objectives in accordance with business and service plans and Service Level Agreement.
- Balancing the need to address immediate operations issues and the need to plan strategically with regard to the longer term implications and objectives.
- Significantly enhancing the interface between acute hospital care with primary and community health services (public, private and commercial) to improve hospital avoidance, reduce length of stay and effectively manage chronic and complex conditions in non-acute care environments.

Key relationships

Who	Why
Ministerial	
NSW Ministry of Health	• Liaise on a regular basis with senior executive and directors to ensure the alignment of WSLHD functions within government objectives.
Agency for Clinical Innovation, Clinical Excellence Commission, Health Education and Training Institute, Health Infrastructure, HealthShare, eHealth, Cancer Institute (NSW), NSW Health Pathology and other entities	• Work co-operatively with these agencies to ensure mutual support for respective responsibilities within and across the public health system.
Internal	
Chief Executive	• Provide the Chief Executive with accurate and timely information, reports and recommendations regarding operations management including, but not limited to clinical operations, workforce, governance and organisational performance.
Board and Board Committees	• Meet the expectations of the Board and respond successfully to the directions of the Board.

Who	Why
	• Meet Premier's and state priorities and the strategic priorities contained within the service agreement with the Ministry of Health. • Meeting KPIs within the NSW Health performance framework.
LHD Executive Leadership Team	• Liaise with all members of the Executive Leadership Team regarding strategy, planning, workforce and culture, innovation, research, quality and safety, resources and corporate functions that support high quality patient centred service delivery. • Work with all members of the Executive leadership team in the delivery of the WSLHD strategic plan and all plans ensuring effective, timely and equitable service delivery. •
General Managers and Senior Clinicians	• Ensure the workforce is appropriately trained and credentialed now and is prepared for the future. • Recognise and make use of technology and physical capital as fundamental and critical enablers of modern and optimal healthcare. • Invest in effective Leadership and management competence now and for the future. •
External	
Lead Clinician Groups	• Work in partnership with lead clinician groups including the clinical councils and the medical staff councils to enable greater devolved clinical decision making, and to strengthen the communication between management and clinicians.
Commonwealth, State and Local Government Departments and Agencies including Primary Health Networks	• Interact and work collaboratively on an as needs basis in relation to State and local health goals and strategies.
Non-Government Organisations (NGOs)	• Building and maintaining partnerships with peak and State-wide NGOs to support the adoption of population health approaches and improvement of the health of communities.
Community and other Key Stakeholders	• Provide support to members of the Executive, or as a representative of the WSLHD.
Health Care Complaints Commission, Ombudsman and Other Government Accountability	• As required to meet statutory accountability requirements and ensure sound governance of the NSLHD.
Industrial and professional associations	• Works cooperatively with these agencies to foster mutual support and respective responsibilities in the continuing delivery of effective services.

Role dimensions

Decision making

The Executive Director Operations, WSLHD participates as a member of the District Executive Leadership team and will have significant autonomy in directing and managing the operations of the District. Decisions related to resource deployment outside of the operational budget allocation are referred to the Chief Executive.

In consultation with the Chief Executive, WSLHD Board and Executive Leadership Team members, determine organisation wide strategic direction and prioritisation of implementation of strategic and operational plans and projects.

For clinical services, negotiate recurrent expenditure within allocated budgets and approve the creation of positions within Award structures and allocated budgets under the WSLHD Delegations Manual and as determined by the Chief Executive and WSLHD Board from time to time.

Reporting line

Chief Executive

Direct reports

- Approximately 10-12 Direct Reports, including the General Manager and Service Director leads for Blacktown and Mt Druitt Hospital, Auburn Hospital, Mental Health Services, Integrated and Community Health, Drug Health Services and Oral Health Services.
- The General Manager Westmead Hospital reports directly to the Chief Executive noting the Executive Director Operations has operational management and oversight of Westmead Hospital, and the General Manager works directly with the Executive Director Operations for operational management of the facility.

Budget/Expenditure

- Direct budget accountability for \$18m, with oversight on budget performance for all facilities and services at \$2.9b.

Key knowledge and experience

- Extensive leadership experience at a senior level in a substantial and complex organisation engaged in clinical service delivery.

Essential requirements

- Tertiary qualifications in Management and/or demonstrated equivalent knowledge, experience and expertise in health service delivery, across a diverse range of care sectors, advocating for positive change in a broad range of community and government forums

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Personal Attributes Act with Integrity	- Champion and model the highest standards of ethical and professional behaviour - Lead a culture of integrity and professionalism within your organisation and when dealing with other government agencies, jurisdictions and external organisations - Set, communicate, evaluate and reinforce the use of ethical practices, standards and systems - Create and promote an organisational culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and respond promptly to reports - Act promptly and visibly to prevent and respond to unethical behaviour	Highly Advanced
	Personal Attributes Manage Self	- Model self-improvement and be proactive in seeking opportunities to learn, grow and apply new skills - Actively seek, reflect on and integrate feedback to improve your performance, showing a strong capacity and willingness to modify your behaviour - Manage challenging, ambiguous and complex issues in a professional way - Set an example of thought leadership by promoting new knowledge and practices for your organisation to adopt - Create and promote a culture of organisational achievement - Encourage diverse approaches to leadership that value collaboration, proactiveness and decisiveness	Highly Advanced
 Relationships	Relationships Commit to Customer Service	Create an organisational culture that embraces high-quality customer service by listening to and valuing insights from customers and communities	Highly Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Relationships	- Communicate and negotiate with stakeholders on strategic issues related to government policy, customer service standards and accessibility, and provide expert, influential advice - Ensure your organisation's strategic planning processes prioritise customer experience - Ensure management systems and processes support service delivery outcomes for diverse customers - Set overall performance standards for service delivery across your organisation and monitor compliance	
	Work Collaboratively	- Recognise when effective collaboration between teams leads to achieving outcomes - Communicate with others in your organisation and across government to improve information sharing and collaboration - Facilitate opportunities to collaborate with stakeholders to develop solutions together - Network widely across government and other organisations to increase opportunities to collaborate - Encourage others to use appropriate ways and tools to collaborate, including digital technology - Encourage diverse cultural perspectives in developing strong team relationships	Advanced
 Results	Results	- Use your professional knowledge and the expertise of others to drive organisational and government objectives - Create a culture of achievement, fostering on-time and on-budget quality outcomes for the organisation - Identify and remove potential barriers to achieving outcomes - Establish systems to ensure all staff can identify direct connections between their work and your organisation's outcomes - Identify, recognise and celebrate success - Set and communicate high-level priorities for your organisation to achieve government outcomes	Highly Advanced
 Results	Results	Establish and promote a data-literate culture that focuses on using reliable data to inform decisions, innovate and continuously improve	Highly Advanced
	Think and Solve Problems		

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		- Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues - Identify and evaluate organisation-wide implications when considering proposed solutions to issues - Think laterally to develop innovative solutions that have a long-lasting, organisation-wide impact - Ensure effective governance systems are in place to guarantee quality analysis, research and reform	
 Business enablers	Business Enablers Finance	- Apply a thorough understanding of recurrent and capital financial terminology, policies and processes for planning, forecasting, preparing and managing budgets - Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound - Assess relative cost benefits of various purchasing options - Promote the role of sound financial management and its impact on organisational effectiveness - Get specialist financial advice when reviewing and evaluating finance systems and processes - Respond to financial and risk management audit outcomes, addressing areas of noncompliance in a timely manner	Advanced
 People management	People Management Manage and Develop People	- Refine roles and responsibilities over time to achieve better business outcomes - Recognise talent, develop team capability and succession plan - Coach and mentor staff and encourage professional development and continuous learning - Prioritise dealing with team and individual performance issues and ensure your organisation uses a consistent approach - Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives - Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 People management	People Management	- Develop and implement strategic and operational workforce planning practices and initiatives to achieve current and future business goals - Remove any barriers to recruiting and retaining people with diverse cultures, backgrounds and experiences - Encourage staff to take calculated risks to support innovation, adaptability and continuous improvement - Align systems and processes to encourage improved performance and outcomes - Create a workplace culture that encourages people to learn from their mistakes and set an example by doing this yourself	Advanced
	Optimise Business Outcomes		

Complete Table of Capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: Complementary capabilities (those not in bold) listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Highly Advanced
	Manage Self	Be persistent, self-reflect and commit to learning	Highly Advanced
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Advanced
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Advanced
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Highly Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Highly Advanced

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Highly Advanced
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Highly Advanced
 Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Advanced
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Advanced
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Advanced
 People management	Manage and Develop People	Engage with and motivate staff, and develop their capability and potential	Advanced
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Advanced
	Manage Reform and Change	Support and champion change, and help others to engage with change	Advanced

Useful Links and Contact Information

For additional information about the organisation, please see links below:

- <https://www.wslhd.health.nsw.gov.au/>
- <https://www.wslhd.health.nsw.gov.au/About-Us>
- <https://www.nsw.gov.au/departments-and-agencies/wslhd/hospitals-and-facilities>
- <https://www.wslhd.health.nsw.gov.au/Westmead-Hospital/Westmead-Hospital>
- <https://www.westmeadhealthprecinct.com/>



The Application and Selection Process



Rob Macmillan – Partner Health, Derwent

Rob is a Partner in our health practice and works with public, not for profit and private hospital, health, aged care, disability and associated organisations in the sourcing of their executive leadership talent.

He has developed extensive networks, both nationally and internationally, and works closely with his clients to deeply understand their requirements; he then works with his team to engage with and attract the very best talent.

He balances a busy work life with his young family and his passion for competitive yacht racing, having competed in five recent Sydney to Hobart yacht races.

Rob graduated from Warwick University in the UK with a BA (Hons) Politics and International Relations.

Candidate Care

We are committed to ensuring that potential applicants and candidates are treated respectfully and fairly. Derwent consultants are available to manage inquiries and ensure that applicants are informed about developments as they become available. Candidates who are shortlisted and complete assessments including interviews will be offered a feedback session to discuss their experience and the assessment results.

Salary Package

This is an ongoing, full time, Band 2, Health Service Senior Executive (HSSE) role. An attractive remuneration package within the range of **\$332,000 to \$370,000** per annum, with annual performance reviews, will be negotiated with the successful applicant.

Location

The person appointed will be based from the district office at Westmead Hospital.

To Apply

To apply, please go to <https://www.derwentsearch.com.au/job-results#OurOpportunities> and submit your application. You are requested to submit your CV and a short statement (no more than 2 pages) in response to the two targeted questions below:

- Describe a recent executive role where you led a major hospital or health service transformation. What were the primary challenges you encountered, and how did you define and measure success throughout the process?
- Describe a recent example which demonstrates how you coach your team, build capability and elevate the performance of the team, sharing what elements of your management style helped you achieve this.

If you have any questions about this opportunity, please contact Rob Macmillan, Partner Health, Derwent Search at healthservices@derwentsearch.com.au or call on 0421 593 535.

Reference checks, pre-employment verification and background checks

For candidates in final consideration, at least two referees will be contacted with permission before a formal written offer is made. Any written references provided will also be checked and additional referees may be sought to further understand a candidate's merits for the role. Additionally, any offer will be subject to some or all of the following checks: Academic Qualification Check; Professional Membership Check; Criminal History and Working with Children Check.

Timeline

- Interviews with Derwent will take place late October / early November.
- Interviews with WSLHD will take place mid November.
- Final stage interviews, offer and acceptance anticipated end November / early December.

Closing date for applications: Sunday 8th November

Thank you for your interest in the Executive Director Operations role, WSLHD