Position Title: Head, Service Delivery

Reports To: Chief Financial Officer

Team: Shared Services

Direct Reports: Start Up Lead x2, Supplier Management Lead, Facilities & Maintenance Coordinator, Facilities & Asset Management Coordinator

PURPOSE OF POSITION

The Head of Shared Services is responsible for leading the delivery of centralised operational support services across CTU and EPU. The role provides strategic leadership and governance for Shared Services, ensuring the efficient, consistent and scalable delivery of Start-Up Services, Vendor and Supplier Management, Service Management and Facilities Management. The role works in partnership with business unit leaders to ensure shared services meet operational requirements and deliver a high-quality customer experience across Linear.

KEY RESPONSIBILITIES

Key Responsibilities:	What You Do:	Measures:
Start-Up Services	• Provide leadership and oversight of study start-up activities, including feasibility administration, site questionnaires, ethics submissions, ethics maintenance and study activation coordination. • Ensure start-up services are delivered efficiently and support the timely activation of clinical trials. • Monitor performance, identify bottlenecks and implement improvements to optimise start-up activities.	• Study start-up timelines achieved. • Ethics submissions completed within agreed timeframes. • Study activation milestones met. • Minimal delays attributable to start-up administration activities. • Positive feedback from operational and project teams.
Vendor & Supplier Management	• Oversee supplier and vendor administration processes across the organisation. • Ensure effective procurement administration, purchase order management and supplier onboarding. • Establish appropriate governance and monitoring processes for supplier performance. • Support the development of productive supplier relationships that deliver value to Linear.	• Supplier onboarding completed within agreed timeframes. • Procurement and purchase order processes completed efficiently and accurately. • Supplier performance monitoring framework established and maintained. • Vendor-related issues resolved within agreed service standards. • Demonstrated value and efficiency from supplier relationships.

Business Development and Strategy	● Provide expertise and advice on the feasibility of studies from a clinical and project delivery perspective. ● Work cross functionally to develop and implement strategic initiatives. ● Support and contribute to business strategy and key initiatives as a member of the SLT.	● Feedback provided on project feasibilities. ● Business improvement opportunities are identified, recommendations are made and implemented to improve actions which will support Linear's project and service delivery.
Facilities Management	● Provide strategic oversight of facilities operations, contractor management, maintenance coordination and asset management. ● Ensure facilities support organisational needs and meet operational, compliance and safety requirements. ● Identify and implement opportunities to improve facilities performance and utilisation.	● Facilities operate effectively with minimal business disruption. ● Maintenance requests completed within agreed timeframes. ● Asset management records maintained and up to date. ● Contractor management requirements consistently met. ● Compliance with relevant safety and operational requirements maintained.
Stakeholder Management	● Builds and fosters vendor relationships. ● Oversees and encourages cross functional interaction – builds and supports interdependence and collaboration between teams to ensure successful delivery of clinical trials.	● Key stakeholders are always aware of each projects stage and the responsible parties. ● Strong and positive relationships with vendors. ● Feedback from internal and external stakeholders.
Health, Safety & Wellbeing	● Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. ● Identify and assess workplace hazards and apply hazard controls. ● Report every workplace injury, illness or near miss, no matter how insignificant they seem. ● Abide by Linear's policies and procedures.	● Responsibilities are embedded in work practices. ● Hazards are effectively managed or reported. ● Accidents and incidents are reported in a timely manner. ● All applicable safety policies and procedures are sought, understood, and implemented.
Leadership	● Monitor the allocation and direct the resources within the team to ensure the achievement of	● Staff understand and embrace organisational

	deliverables articulated within applicable team plans and identified projects, whilst maintaining a high level of service for business-as-usual activities. ● Maintain effective communication with direct reports to ensure advice provided and decisions made are well informed. ● Hold direct reports accountable to their responsibilities and results. ● Be a role model for effective and positive leadership which is ethical, results driven and future-oriented. ● Foster a culture of transparent, effective, timely and appropriate internal and external communication. ● Effectively manage change management processes, encouraging innovation, diversity and continuous improvement. ● Support the professional development of staff through coaching, mentoring, training and collaboration opportunities.	culture, directions, goals and client service ethos. ● Staff are aware of their responsibilities and expectations in their roles. ● Staff feel supported and engaged.

ESSENTIAL CRITERIA	
Qualifications:	Tertiary qualification in Business, Commerce, Operations Management, Health Services Management or a related discipline.
Essential Skills, Knowledge & Experience	● Experience of managing a team, supporting and developing staff and effectively managing team resources to build flexibility in a fast-paced environment. ● Excellent organisational skills, flexibility and ability to work under pressure, set priorities and meet competing deadlines. ● Knowledge of procurement, supplier management and contract administration principles. ● Experience designing, implementing and improving operational processes and service models. ● Knowledge of service management principles, including service standards, performance measures and customer service frameworks. ● Knowledge of process improvement methodologies and change management principles. ● Excellent verbal and written communication skills.

	● Sound negotiation and diplomacy skills. ● Demonstrated experience in managing budgets, complex stakeholder relationships and various reporting requirements. ● Strong understanding and application of financial management principles and practices; analytical skills to forecast and evaluate expenditure and costs. ● Experience in planning, and the development and delivery of new processes and continuous improvement initiatives. ● Extensive knowledge of relevant clinical trials standards, procedures and regulations including ICH GCP. ● Highly developed project planning, coordination, and management skills. ● Experience managing complex stakeholder relationships across multiple functions. ● Ability to lead change and drive organisational improvement.

Approvals

Approved By:	CFO
Date Approved:	10 September 2026
Reviewed by People & Culture:	10 September 2026