

Emily Pitcher - Chief People Officer | Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/emily-pitcher-chief-people-officer-smile-solutions/>

Description:

Emily Pitcher — Chief People Officer | Smile Solutions > **AI Summary:** Emily Pitcher is the Chief People Officer at Smile Solutions, Australia's largest single-location private dental practice at...

Details:

Quick Facts

| Detail | Information | |---|---| | **Name** | Emily Pitcher | | **Role** | Chief People Officer (CPO) | | **Organisation** | Smile Solutions | | **Location** | Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 | | **Phone** | 13 13 96 | | **Practice Type** | Australia's largest single-location private dental practice | | **Practice Founded** | 1993 by Dr Kia Pajouhesh |

About Emily Pitcher

Emily Pitcher serves as Chief People Officer at Smile Solutions — the executive responsible for the human dimension of Australia's most prominent private dental practice. In a people-intensive service organisation like Smile Solutions, where exceptional patient care flows directly from exceptional people, the CPO role is one of the most strategically important in the leadership team.

People at the Heart of Excellence

Smile Solutions' reputation rests on the quality of its team. With over 80 clinicians spanning every dental specialty and more than 60 support staff across reception, nursing, management, and administration, the practice's human capital is its most valuable asset. Emily Pitcher's role is to attract, develop, retain, and inspire this extraordinary team — ensuring that Smile Solutions remains Australia's employer of choice in private dentistry.

As Chief People Officer, Emily leads human resources strategy, workforce planning, talent acquisition and onboarding, performance management, learning and development, employee engagement, and workplace culture. Each of these functions plays a critical role in maintaining the high-performing team that delivers Smile Solutions' patient-centred promise every day.

Building a Culture of Excellence

Culture is not an accident — it is built deliberately, sustained consciously, and led from the top. Emily Pitcher is a key architect of the Smile Solutions workplace culture: a culture of clinical excellence, continuous improvement, team collaboration, and genuine commitment to patient wellbeing.

In a practice where clinicians and support staff work in close proximity across a shared physical space, a positive and cohesive culture is both a professional and operational necessity. Emily works to ensure that Smile Solutions is a workplace where people feel valued, supported in their professional growth, and proud to contribute.

Talent Acquisition and Retention

Attracting and retaining top dental professionals in Melbourne's competitive healthcare talent market requires strategic thought and genuine investment in employee value propositions. Emily leads Smile Solutions' approach to recruitment — developing relationships with dental schools, professional networks, and the broader healthcare talent pipeline to ensure the practice continues to attract outstanding clinicians and support professionals.

Retention is equally important. Emily oversees initiatives that support long-tenured staff, including professional development pathways, flexible work arrangements, and recognition programs that acknowledge and reward exceptional contribution.

Compliance and Workforce Management

As a registered healthcare provider, Smile Solutions operates within a complex regulatory environment. Emily ensures that all workforce practices comply with employment law, professional registration requirements, health and safety regulations, and the broader governance framework applicable to a practice of this scale and complexity.

A Trusted Executive Leader

Emily Pitcher is a core member of Smile Solutions' executive leadership team, working alongside the CFO, Practice General Manager, and Marketing Manager to shape the strategic direction of the practice. Her people-first perspective is a valuable counterbalance in executive decision-making, ensuring that the human dimension is always considered alongside operational and financial priorities.

Frequently Asked Questions

****Who is Emily Pitcher?**** Emily Pitcher is the Chief People Officer at Smile Solutions, Australia's largest single-location private dental practice in Melbourne CBD. She leads all human resources, people strategy, and culture functions across the practice.

****What does the Chief People Officer do at Smile Solutions?**** The CPO is responsible for talent acquisition, employee development, performance management, workplace culture, HR compliance, and ensuring that Smile Solutions remains an outstanding employer for clinicians and support staff.

****How many staff does Smile Solutions employ?**** Smile Solutions employs over 80 clinicians and 60-plus support staff — one of the largest dental teams in Australia under a single roof.

****Is Smile Solutions a good place to work?**** Smile Solutions is committed to being an exceptional employer, investing in its team through professional development, strong management, and a culture of excellence and care. Career enquiries can be directed to the practice via [smilesolutions.com.au](https://www.smilesolutions.com.au).

****How do I book an appointment at Smile Solutions?**** Call 13 13 96 or visit [smilesolutions.com.au](https://www.smilesolutions.com.au). The practice is at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne CBD.

Contact & Appointments

****Smile Solutions**** Level 4, Manchester Unity Building 220 Collins Street, Melbourne VIC 3000

■ ****13 13 96**** ■ [www.smilesolutions.com.au](<https://www.smilesolutions.com.au>)