



**CHIEF INFORMATION OFFICER**

**JOB & PERSON SPECIFICATION**

**OCTOBER 2018**

## POSITION DESCRIPTION

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<b>Position title:</b>	Chief Information Officer
<b>Department:</b>	Executive
<b>Reports to:</b>	Managing Director
<b>Responsible to:</b>	Managing Director
<b>Tenure:</b>	Full Time
<b>Date updated:</b>	November 2018

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### JOB CONTEXT

#### The Organisation

Latrobe Health Services is a not for profit health insurer which exists predominately to meet the health care needs of its members. Latrobe's core purpose is *"Like a friend, we guide and empower our members to take control of their health episodes now and in the future."*

#### The Department

The Executive team is responsible for providing strategic development and leadership to the organisation and support to the Board and its Committees.

#### Primary Purpose of the Position

To ensure the ongoing technical capability of Latrobe through being responsible for the development and management of Information Technology Services consistent with Latrobe's corporate strategy.

The position is responsible for the leadership and management of the Technical Services and Systems Administration departments.

This position is also responsible for the oversight of relationships with key technology partner(s) and strategic projects with a significant technology emphasis.

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## **Organisational Relationships**

### **Internal**

- Chief Executive Officer
- Board of Directors
- Board Committees
- Executive Team
- Chief Risk Officer
- Internal Auditor
- Management Team

### **External**

- Australian Prudential Regulation Authority (APRA)
- HAMBS (External IT Platform Provider)
- Maryvale Private Hospital
- Information Technology supported Business Partners
- Information Technology Service Providers

## **Key Result Areas**

1. Develop and support the implementation of long term Information Technology and Digital capability to align with, and aid in the delivery of Latrobe's corporate strategy.
  2. Maintain a strong awareness of technology trends and ensure these are incorporated into Latrobe's technology plan.
  3. Oversee the development and implementation of a dynamic and effective Information Technology and Data architecture and environment to align with Latrobe's business needs, initiatives and regulatory obligations.
  4. Align the Information Technology environment, focus and staff resources to Latrobe's strategy and business direction.
  5. Oversee the design and maintenance of Latrobe's Information Technology environment to assure the security and privacy of data and the reliability and redundancy of systems.
  6. Lead Information Technology strategic and operational projects, as required by the Executive and the Board.
  7. Consistently strive to provide a high level of Information Technology services, meet internal service expectations and remain member focused.
  8. Provide positive and effective leadership, development and coaching to the Technical Services and Systems Administration departments to ensure an effective response to management requirements and support for staff.
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### **Duties and Responsibilities - Leadership**

1. Lead a high performing Information Technology team to meet the operational and strategic initiatives of Latrobe.
2. Provide an effective and reliable Information Technology environment, allowing staff to meet members' needs and provide a high level of service.
3. Actively represents Technology vision in the development of Latrobe's core strategy.
4. Oversee and sponsor/lead key strategic projects, as required. Collaborate and support Board and Executive with technology leadership and core strategic enablement.
5. Establish and maintain effective and positive relationships with the Chief Executive Officer and Executive team, Board of Directors, internal departments, suppliers and other key government and business liaisons.

### **Duties and Responsibilities - Business Performance**

1. Support the delivery of Information Technology services relating to Latrobe's strategy in areas including, but not limited to:
  - Product innovation and development
  - Operational efficiency and effectiveness
  - Budget management and cost control
  - Cross boundary collaboration so that the alignment between departments, and organisation strategy is clear and consistently reinforced

### **Duties and Responsibilities - Member Service**

1. Ensure that the overall service provided by the Information Technology team is of the highest standard on every point of contact with internal users and external stakeholders.
  2. Oversee the management of relationships, service level agreements and contracts with external technology partners and suppliers.
  3. Actively drive continuous improvement and innovation initiatives to contribute to and influence key efficiency, product innovation and member experience objectives.
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### **Duties and Responsibilities - Risk and Governance**

1. Set high level policy and processes to set the direction of Latrobe's Information Technology strategy.
2. Active representation on Latrobe's Crisis Management team as the Chief Information Officer representing Disaster Recovery, Business Continuity, Risk Management and key technology risks.
3. Develop reports for Information Technology relating to regulatory and risk issues, large projects and strategic initiatives.
4. Align Information Technology and Data architecture and governance (including security and privacy) with Latrobe's Risk Appetite and with prescribed industry and regulatory guidelines and standards.

### **Duties and Responsibilities - Technology Excellence**

1. Set technology direction and strategy to enable broader business strategy.
2. Continue to foster an Information Technology environment that is agile and responsive to business needs.
3. Provide leadership and direction to the Information Technology team.
4. Align Information Technology Managers and staff, and influence others, to Latrobe's strategic direction.
5. Brief and provide guidance to Executive with respect to new technology developments and trends.
6. Keep abreast of industry best practice, implement processes and standards that support compliance requirements, security standards and provide for good Information Technology governance practices.

### **Qualifications**

1. Bachelor's degree in an Information Technology or related discipline highly desirable.
  2. Post graduate qualifications in Management or Information Technology viewed favourably.
  3. Proven well developed leadership experience in managing Information Technology services ideally of 5 years or more.
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### **Selection Criteria and Competencies**

- Broad understanding of technology, applications and data architecture.
  - Experience in aligning technology (particularly digital) strategy to business strategy.
  - Experience in delivering projects using project management methodologies.
  - Experience in leading an effective and outcomes focused team.
  - Experience in Information Technology management (including reliability, redundancy, security and privacy) at an operational and strategic level.
  - Experience in key stakeholder and partner management.
  - Demonstrated motivational and leadership skills with strong forward business planning and organisational skills.
  - Demonstrated experience in strategic and business planning.
  - Demonstrated ability to drive business outcomes as part of the Management team.
  - Demonstrated commitment to member service.
  - Track record of managing and implementing successful business process enhancements.
  - Demonstrated ability to manage teams, assess performance and coach development.
  - Demonstrated commitment to inter-departmental collaboration.
  - Demonstrated ability to manage sensitive matters at a senior level.
  - High level interpersonal and communication skills, both orally and written.
  - Demonstrated ability to effectively prioritise tasks to deliver above results against set targets and goals.
  - Demonstrated problem solving and decision-making skills.
  - Demonstrated ability to be flexible in approach and adapt to changing circumstances.
  - Demonstrated ability to develop a clear understanding and acceptance of accountabilities.
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### **Expected Personal Behavioural Characteristics**

- Ability to model professional conduct, maintain confidentiality and demonstrate integrity, credibility and ethical behaviour.
  - Anticipates situations in the longer term and acts to create strategic opportunities and address underlying problems.
  - Understands business trends and applies principles to areas of responsibility.
  - Highly self-motivated.
  - Commitment to a strong, effective team environment.
  - Encourages and supports others to take on new challenges and opportunities.
  - Display a confident and professional approach to work and a high standard of personal presentation.
  - High level communication and negotiation skills.
  - Warmth, empathy, drive, energy, versatility, resilience, good humour when dealing with internal and external stakeholders.
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## HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed & Bernie Dyer by email to [23722@hender.com.au](mailto:23722@hender.com.au)

Telephone enquiries are welcome on (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.

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