



CHIEF TECHNOLOGY OFFICER / EVANGELIST

JOB & PERSON SPECIFICATION

MARCH 2018



ROLE DESCRIPTION/PERSON SPECIFICATION

Position Title	Chief Technology Officer
Division	Technology
Location	Adelaide
Employee Status	Full-time
Manager	Chief Executive Officer
Purpose of Position	Determination, Delivery and Sale of technology direction for DA in collaboration with Clients and Partners.



The CTO is primarily responsible for the determination of technologies undertaken by DA and adapted for client needs to the mutual benefit of DA and client alike. In some, but not all, instances this will involve the development of new products, introduction of improvements to the status quo and evangelising future (product) truths.

The position reports directly to the Chief Executive Officer (CEO) and therefore as a member of the executive the CTO may also be called upon to assist in the development and execution of organisational level strategy and occasionally exercise an ability to contribute at an operational level where circumstances demand.

Duties:

- Definition of a rolling 3 year Technology Roadmap which reflects a solid understanding of the banking sector and its needs in Digital, Data, Mobile and Payments.
- Stay abreast of technology trends and maintain an excellent understanding of how these might be leveraged to the commercial benefit of DA.
- Effective stakeholder management including Board, Staff, Client Community and Partner / Vendor eco-system (which is growing in importance as DA's role increasingly becomes that of a Systems Integrator).
- Evangelise new, and effective uses of, technologies in support of other DA divisions, including Business Development.
- Promote technology innovation within, and beyond, DA and the Client Community.
- Possess a good appreciation of the client context, the challenges contained therein, and how DA can assist, not only via its existing Product Portfolio, but also by new innovative means.
- Effective leadership of a multi-disciplinary, multi-location team in the timely delivery of quality assured product, within budget.
- Contribute to the strategic deliberations of DA Executive and Board.

Internal:

- Demonstrate Values (e.g. Client Centricity, Competence, Integrity) and Characteristics (e.g. Energy, Motivation, Excellent Communicator) consistent with that of a role model executive.
- Ability to work as part of a team.
- Possess the commercial acumen to effectively represent DA's interests with clients, partners, vendors and competition.
- Maintain an appetite for continuous improvement within, and beyond, areas of direct control.
- Retain, attract and develop skilled and motivated people.



Committee Involvement:

- Executive Committee (L1)
- Management Group (L2)
- Operational Management Group
- Delivery Applications - Divisional Groups

Reporting Relationships

Internal:

- Chief Executive Officer
- Executive Management Group
- Operational Management Group
- All DA staff and contractors

External:

- Clients, particularly at the CIO level
- Exec Sponsorship of one client account
- Third party service providers and key partners
- Industry related contacts

Work Health & Safety

All staff are required to take reasonable care for their own health & safety whilst at work.

Work Health & Safety responsibilities include:

- Taking reasonable care to ensure that work activities and conduct do not affect the health & safety of others.
- As far as is reasonable, comply and cooperate with instructions given by management to ensure policy, procedures and the requirements of the WHS Act are not breached.



ROLE PRIORITIES

Definitions

Role Priority – The key role responsibilities viewed by the organisation as important to role success. These are not tasks, but overall big picture role responsibilities.

Behavioral guidelines – Specific examples of the types of behavior the organization would see when this role is being performed well.

Evidence (KPI) – The processes by which a successful behavior is determined.

Rating Scale – The result (metric) or outcome measures that indicate a role priority is being delivered upon.

<p>5 Point Rating Scale</p> <p>SEE = 5 – Substantially Exceeds Expectations</p> <p>EE = 4 – Exceeds Expectations</p> <p>ME = 3 – Meets Expectations</p> <p>MSE = 2 – Meets Some Expectations</p> <p>BE = 0 – Below Expectations</p>	<p>3 Point Rating Scale</p> <p>SEE = 5 – Substantially Exceeds Expectations</p> <p>ME = 3 – Meets Expectations</p> <p>BE = 0 – Below Expectations</p>
<p>YES/No Rating</p> <p>Yes = 5</p> <p>No = 0</p>	

Key Performance Measures
Values & Behaviours – Champion the purpose, values and behaviours of Data Action (CEO assessment)
Risk & Governance – Active ownership of relevant management policies and organisational procedures including BCP and risk documents (CEO assessment)
Actively assist in Customer retention
Operational delivery assurance – no major interruptions to clients or DA introduced by poor product development or migration work



KPI	Rating	Weight
Underlying revenue performance – RFW and new product sales (Deepen share of wallet)	<ol style="list-style-type: none"> 1. More than 5% below budget 2. More than 1.0% below budget 3. 1.0% below to 2.5% above budget 4. More than 2.5% above budget 5. More than 5% above budget 	20%
Underlying financial performance – product profitability (before discounting)	<ol style="list-style-type: none"> 1. More than 5% below budget 2. More than 1.0% below budget 3. 1.0% below to 2.5% above budget 4. More than 2.5% above budget 5. More than 5% above budget 	10%
Strategy Execution - Delivery against current roadmap / work-stream (Projects and R&D initiatives) – on time, on budget and on specification (recognising that Delivery to Production can be delayed by competing priorities with clients, so delivery to UAT is acceptable on case by case basis)	<ol style="list-style-type: none"> 1. Minority (<50%) of initiatives delivered on time, budget and specification (or on target if not yet due) 2. Around half (>50%) of initiatives delivered on time, budget and specification (or on target if not yet due) 3. The majority (>70%) of initiatives delivered on time, budget and specification (or on target if not yet due) 4. Most (>85%) of initiatives delivered on time, budget and specification (or on target if not yet due) 5. All initiatives delivered on time, budget and specification (or on target if not yet due) 	20%
Strategy Development (Evolution) – Development of a contemporary three year roadmap and product strategy for inclusion in board planning including year one execution plan.	<ol style="list-style-type: none"> 1. Contemporary roadmap not delivered in time for board planning. 2. Roadmap delivered but execution plan not in place. 3. Deliver all year 1 outcomes 4. Defined outcomes delivered plus material new product developments to deliver competitive advantage 5. Game changer strategy / killer application 	20%
Align our People – deliver a high performing, risk conscious and	<ol style="list-style-type: none"> 1. Technology division staff satisfaction result less than 60% 	10%



KPI	Rating	Weight
<p>innovative culture encompassing a structure to drive strategy, the right leadership and people capabilities and an aligned reward and recognition program.</p>	<ol style="list-style-type: none"> 2. Technology division staff satisfaction between 60% and 75% 3. Technology division staff satisfaction between 75% and 80% 4. Technology division staff satisfaction between 80% and 90% 5. Technology division staff satisfaction greater than 90% 	
<p>Grow or Grow – Develop technology aspects of a growth plan and migration proposition for presentation to Board.</p>	<ol style="list-style-type: none"> 1. Limited or no involvement in development of growth plan. 2. Product strategy / roadmap not aligned to growth plan. 3. Product strategy / growth plan aligned and accepted by board / CEO. 4. Product strategy / growth plan results in 1 new client acquisition (MOU, HOA, Contract etc) 5. Product strategy / growth plan results in more than 1 new client acquisition (MOU, HOA, Contract etc). 	<p>10%</p>
<p>Efficiency Program – Formulate the plan to strengthen the business model (including objectives, approach and initiatives) and deliver efficiencies (productivity gains) from progression of this action plan (not by deferring or abandoning budgeted activity) including as detailed in the current year Budget.</p>	<ol style="list-style-type: none"> 1. Realised cost efficiencies of less than 75% of budget target 2. Realised cost efficiencies of less than 90% of budget target 3. Achieved budget cost reductions (+/- 10%) + subsequent business model strength 4. Realised cost reductions of more than 10% of budget target 5. Realised cost reductions of more than 25% of budget target. 	<p>10%</p>



PERSON SPECIFICATIONS

“Look for three things when hiring a person...Intelligence, Energy, Integrity...if the third one isn’t there, don’t bother with the first two”: Warren Buffet.

Essential:

- Intelligence, Energy, Integrity.
- Excellent and demonstrable technical pedigree coupled to a broader commercial experience.
- Sound knowledge of the Mutual ADI / Financial Markets.



HOW TO APPLY

Applications in Word format only should be forwarded to Bernie Dyer by email to 22697@hender.com.au

Telephone enquiries are welcome and may be directed to Bernie Dyer on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.