MANAGER ENTERPRISE TECHNOLOGY AND INNOVATION

JOB & PERSON SPECIFICATION

AUGUST 2021

Position Description

Title:	**Manager Enterprise Technology and Innovation**
Classification:	GOS 8
Department:	Technology & Innovation - Corporate Services and Business Innovation
Current Occupant:	Vacant
This Position Reports To:	Director Corporate Services and Business Innovation
Reporting To This Position:	ICT System Administrator, Applications Coordinator, Senior Project Officer, ICT Support Officer x2
Location:	Nuriootpa Office
Date Last Reviewed:	July 2021
Approved by:	Director Corporate Services and Business Innovation

Corporate Objectives

All Employees of Council contribute to Council's strategic goals and objectives. The *Barossa Community Plan* 2020 – 2040 lays the foundation for all strategic decisions made by Council and is supported by a *Corporate Plan*. The Community Plan provides a clear strategic direction across a range of areas, as well as serving as an overarching guide to measure our decision making and successful delivery of service. The Community Plan shows commitment to the values of ***Land and Place***, ***Community, Leadership*** and ***Achievement*** with targets that reflect six key themes:

- Natural Environment and Built Environment
- Community and Culture
- Infrastructure
- Health and Wellbeing
- Business and Employment
- How we Work, Good Governance

Customer Service

Council values its customers and strives to provide the right people, efficient processes and systems to deliver a quality customer experience. Every role within Council serves an internal or external customer and we are committed to ensuring that customers are at the centre of everything we do.

Constructive Culture

The Barossa Council is committed to developing a constructive culture that supports employees, Council and the Community to achieve our goals. The behaviours of a constructive organisational culture consist of four main constructive styles:

1	**Achievement**	Pursue a standard of excellence, set challenging but realistic goals and work towards them with enthusiasm.
2	**Self-Actualising**	Maintain personal integrity, enjoy work, self-develop and take an interest in growth and improvement activities.
3	**Humanistic-Encouraging**	Be supportive of others in and outside the workplace and constructive in their dealings with one another.
4	**Affiliative**	Be friendly, sensitive, and cooperate with others.

Staff Values

Our values support our organisational culture and include ***Honesty and Integrity, Transparency, Communication and Teamwork.***

premium wine   food   tourism   heritage   lifestyle   community

The Manager Enterprise Technology and Innovation is accountable to lead the development and delivery of Council's ICT Strategy through the provision of visible, innovative and customer-centric leadership that ensures alignment of operations and digital systems with business requirements, supports workforce mobility, integration and autonomy, provides digital services that improve customer and community experience and establishes systems that support Council to remain agile in responding to emerging technologies.

Key Responsibilities

Leadership & People Management
- Demonstrate and provide leadership in the area of technology and innovation within The Barossa Council in accordance with Council's core organisational values.
- Provide input into strategic leadership across the organisation with focus on the application of continuous improvement, best practice and contemporary methodologies in order to generate efficiencies and reach improved outcomes.
- Lead the team with transparency and clarity by setting clear expectations regarding work priorities and Directorate and organisational goals.
- Inspire team members to achieve key activities and projects on time and on budget.
- Translate strategic directions and continuous improvement initiatives into operational action plans and drive the achievement of these through the utilisation of available resources in order to reach optimised outcomes.
- Promote innovation and ideas within the workplace and empower all staff to participate in continuous improvement initiatives.
- Influence team performance through the application of modern people management and leadership practices.
- Coach and mentor staff and encourage professional development through endorsing and facilitating appropriate training and development opportunities.
- Ensure the Enterprise Technology and Innovation (ET&I) staff have extensive up to date knowledge of technology developments in the ICT marketplace.
- Build team capability, accountability and responsiveness through the development and implementation of streamlined and improved techniques, work practices and procedures across all facets of the work area in order to achieve departmental and organisational objectives.
- Support staff to deliver high quality services through the delivery of consistently high performance.
- Drive a collaborative safety culture through modelling safety leadership and facilitating continuous engagement and consultation with Workers on safety related matters.
- Ensure all team members comply with Work Health Safety requirements to provide and maintain a safe work place for all Workers.

Strategic Management
- Lead the development and implementation of Council's Technology and Innovation strategic vision ensuring alignment with organisational objectives and through the oversight and delivery of contemporary internal and external technology services and operations.
- Develop an ICT strategy that identifies the future direction of the use of technology; including solutions and opportunities to improve service delivery, business performance and cyber security.
- Manage the implementation and ongoing review of annual and forward plans, a service catalogue, the corporate application portfolio roadmap and initiatives which build capability, value and opportunities for others to achieve efficiencies, savings and improved service levels.
- Coordinate the identification, development and monitoring of ICT related service levels, performance measures and targets for strategic, corporate and directorate level goals and objectives.
- Manage and balance the expectations of the business through the development of Service Level Agreements.
- Partner in and contribute towards the mobilisation of organisational continuous improvement through facilitating business transformation from a system and technology perspective.
- Research and remain conversant with current and developing technologies, future industry trends and their application to Council.
- Report and advise Council of relevant developments, opportunities, risks and considerations as they relate to ICT.
- Ensure strong stakeholder engagement internally and externally to ensure Council offerings are clear, aligned to business needs, and capable of delivering service excellence to its customers.
- Manage Council's core suite of Enterprise Systems and ICT infrastructure and deliver innovative ICT solutions for emerging business requirements.

- Manage the stewardship and development of corporate resources and services in accordance with the size, scope, complexity and diversity of Council whilst understanding emerging organisational and customer needs, how they want to engage with ICT, and what services they expect to be delivered.
- Establish and facilitate effective ICT governance including corporate ICT risk management, ICT project life-cycle management, and decision-making accountability.
- Oversee the provision of organisational wide ICT related system and application training.

Enterprise ICT Management
- Provide effective technical and strategic leadership across enterprise ICT infrastructure, operations, platforms, software, hardware and applications in order to deliver optimum ICT systems and services to all Council stakeholders.
- Ensure appropriate technical support frameworks are developed and implemented in order to effectively manage and oversee complex troubleshooting and ensure the integrity of system backup and disaster recovery plans and processes.
- Oversee and ensure that software upgrades are regularly applied in alignment with best practice and agreed forward plans whilst ensuring the user experience is minimally impacted and Council's technology meets the needs of its stakeholders.
- Oversee and support ICT project management, ensuring ICT related projects are implemented in accordance with sound project management tools, are appropriately resourced, aligned to the ICT and organisational strategic objectives and are delivered on time and within budget.
- Manage the procurement and implementation of various software/hardware resources, services and support on behalf of the organisation, including building and maintaining relationships with external vendors and stakeholders
- Procure, develop and maintain communication systems including email, mobile phones and website (including the intranet), ensuring innovative, effective and practical solutions whilst obtaining best value.
- Ensure the effective delivery of assigned end-to-end system and process solutions across ICT.
- Assist internal customers to develop specifications for software purchases or enhancements and appropriately manage stakeholder expectations.
- Manage the transition to an enterprise architecture capable of realising the benefits of cloud and other digital technologies and supporting workforce transition to mobility.

Customer Service
- Supply appropriate and timely information to external and internal customers.
- Successfully and effectively represent the ET&I department on relevant external and internal working groups.
- Ensure the delivery of Technology and Innovation services in accordance with adopted ICT Service Level Agreements and organisational functional levels of service.
- Promote a high level of customer experience internally and externally.

Financial Management
- Conduct, support or assist with (as relevant to the role) the preparation, monitoring and reporting of ET&I annual budgets and business plans in accordance with Council's Budget and Business Plan Policy.
- Strictly apply the Council's Procurement and Financial Delegation policies and guidelines to obtain goods and services for Council in an ethical, optimal and appropriate manner.

Compliance
- Ensure that Council meets legal and contractual obligations relating to ICT resources, systems, services and usage, complying with legislative requirements;
- Ensure security and privacy of data, network access and back-up systems;
- Review ICT solution components for compliance with the business architecture, standards and controls;
- Ensure that controls around the design and implementation of systems and procedures are valid and effective;

Risk Management
- Understand and mitigate key elements of Council's ICT risk profile.
- Develop, test, review and maintain ICT related business continuity and disaster recovery plans and ensure related infrastructure is kept task ready at all times.
- Manage the regular review and maintenance of the ICT Risk Security Framework

Authority, Responsibility and Accountability

The Manager Enterprise Technology and Innovation is authorised to:

- Liaise with all staff relevant to areas of key responsibility.
- Work within established guidelines and procedures and where not clearly defined, may initiate the development and implementation of new guidelines and procedures as they relate to the area of responsibility.
- Undertake decision making within delegated authority given by Council.
- Make decisions within the scope of relevant legislative requirements and processes.
- Make decisions which are consistent and meet with Council's processes.
- Make decisions based on data, knowledge, research, best practice and experience.
- Exercise a high degree of judgement in planning own work.
- Purchase goods, acquire services and commit expenditure related to the area to a maximum value in accordance with Council's Procurement Framework.

The Manager Enterprise Technology and Innovation is responsible for:

- Ensure all work is undertaken in accordance with relevant legislation and within delegated authority.
- Maintain compliance with and awareness of all Council/Administrative Policies.
- Maintain compliance with and awareness of all Risk Management systems including Work Health Safety (WHS), Injury Management and Return to Work to ensure safety and welfare of self and others in the workplace.
- Undertake duties as a Worker in accordance with obligations under the Work Health and Safety Act 2012.
- Deliver a quality customer experience in accordance with Council's Customer Service Charter.

The Manager Enterprise Technology and Innovation is accountable to the Director Corporate Services and Business Innovation for performance primarily determined upon:

- Achievement of key responsibilities as outlined in this position description to contribute to and support Council's Corporate Plan, Annual Budget and Business Plan and Department Plans.
- Achievement of actions as detailed in Performance Partnering (PP).
- Relationship with internal and external customers.
- Achievement of quality, cost effective and timely outcomes of projects and programs.
- The nurturing and development of a participative environment where staff at all levels are encouraged to contribute to the development of a productive and rewarding organisation.

Position Competency Profile

Position competency profiles are assessed on an annual basis via a Training Needs Analysis and during Performance Partnering.

Knowledge and Skills	**People Management**
	• Highly capable to motivate, oversee, coordinate and drive a team of resources through modelling inspiring leadership in addition to managing the day to day transactional activity pertaining to people management.
	• Demonstrated strong leadership capability with the ability to manage with empathy, professionalism and innovation.
	• High level understanding of contemporary Human Resource Management practices.
	• High level conflict resolution skills with extensive ability in influencing, mediation and negotiation.
	• Detailed knowledge, demonstrated capability and clear passion relating to the management of staff with the ability to lead and influence constructive workplace behavior.
	Business Management
	• Highly developed analytical skills with the capability to apply this to the innovation, development and implementation of techniques, work practices and procedures.
	• Detailed knowledge of quality management and continuous improvement principles.

	• Sound and demonstrated ability to ensure quality service delivery in accordance with agreed levels of service and best practice customer service principles. • Understanding of contemporary Work Health Safety and Risk Management practices. • Comprehensive understanding of project management and strategic planning principles. • Sound knowledge of procurement, contract and contractor management principles. • High level and proven financial management skills including sound knowledge of budgeting, costing of works and expenditure control. **Technical Expertise** • A comprehensive understanding of ICT management. • Sound knowledge of contemporary issues, trends and practice in ICT services. • A thorough knowledge of a range of computer and communications systems including those operated by the organisation. • Advanced ICT skills with sound complex technical trouble shooting capability. • Ability to formulate and deliver a clear vision for ICT strategy, including leading change in alignment with organisational strategic objectives. • An understanding of relevant Acts, Regulations, Codes of Practice, and Industry Standards relating to local government information services management, including records management. **Personal Attributes** • Highly developed written and verbal communication skills, with the ability to adjust communication style according to various audiences and transition technical concepts into language that is easily understood. • Excellent interpersonal skills including the ability to build and sustain positive working relationships with key stakeholders including staff, people at all levels within the public and private sectors, related industry and customers. • A strong 'people' and customer service orientation with a record of achieving excellent results. • Practical and professional approach to problem solving, negotiation and conflict resolution. • High level of time management and organisational skills in order to plan and prioritise tasks and meet competing deadlines and objectives. • Detailed knowledge and proven ability to effectively plan, organise and manage own time and the time of other resources in order to set priorities and achieve targets. • Professional with the ability to positively promote and enhance the image of Council. • Highly developed proficiency in decision making through exercising independent judgement within the constraints of department or corporate policy with the ability to clearly communicate decision outcomes to effected stakeholders. • High level customer service capability with sound understanding of customer service principles. • Proven report development and writing skills. • Ability to learn, identify, implement and apply change with the view of continuous improvement. • Ability to demonstrate a high degree of confidentiality, judgement, initiative and sensitivity in the performance of duties.
Corporate Applications:	<u>Essential</u> • Microsoft Office Word, Excel, Outlook <u>Desirable</u> • Pathway

	- HPE Content Manager - TechnologyOne - Magiq - Conquest
Qualifications:	Essential - An appropriate tertiary Degree, Diploma or Certificate in ICT or relevant technical qualification coupled with considerable skills and extensive and diverse experience as it applies to this role. Desirable - Qualification in leadership and/or management.
Experience:	Essential - Demonstrated senior management experience within the ICT industry. - Demonstrated experience in the development and implementation of ICT technical services, delivery processes, ICT standards and methodologies to achieve high quality service outcomes aligned to strategic objectives. - Proven experience in driving innovation and identifying opportunities for improvement and efficiency. - Experience in the development of strategic and operational plans. - Experience in ICT Project Management including procurement, design, build, configuration and implementation. - Experience in financial reporting and budget management. Desirable - Experience in working in a local government environment relevant to the role.
Licences/Tickets:	Drivers Licence (Class C)

HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

<u>Please Note</u>

Your application will be automatically acknowledged by a return email.