



SENIOR MANAGER ICT

JOB & PERSON SPECIFICATION

AUGUST 2019

Senior Manager Information & Communication Technology (ICT)

Award/Agreement	Non Award
Responsible to	Executive Manager Financial Services
Summary of role	<p>In accordance with Resthaven's philosophy and policies is responsible for:</p> <ul style="list-style-type: none">• Assist with the development, implementation and review of Resthaven's ICT strategy that will support and enhance Resthaven's corporate objectives.• Ensure the secure and effective operation of all information and communications systems, related applications, hardware and software.• Provide leadership to the ICT team.
Special conditions	Must be able to work outside normal hours as the need determines.

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Provide leadership to and management of the ICT Team promoting a culture of high quality customer service and efficiency and engagement with corporate objectives;
- Develop the ICT Strategic and Business plans in consultation with the ICT team, the Executive Manager Financial Services and key business stakeholders. Review and report on outcomes and communicate these plans effectively to the business;
- Budget management, including approving purchases of equipment and software and establishing partnerships with IT providers
- Provide advice regarding adoption of solutions and technology to streamline internal operations and improve customer experience
- Plan the implementation of new/upgraded systems and provide guidance to staff.
- Oversee the technology infrastructure (networks and computer systems) to ensure optimal performance, reliability (including backup), security and compliance with statutory (e.g. privacy) and vendor (e.g. licensing) obligations with a focus on continuous improvement
- develop ICT infrastructure architecture requirements/analysis and solution design
- ensure ICT business continuity and disaster recovery plans and processes are in place across the organisation and manage regular testing and modification to these plans;
- Oversight/management of other technology including network infrastructure, nurse call systems, telephone, closed circuit television monitoring, WiFi, proximity card access and readers.
- Communicate policy and strategic advice on ICT matters.
- Maintain an awareness of industry and government directions and developments in ICT and, where appropriate, investigate their potential application within Resthaven.

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Key Responsibilities and Duties Continued

- Act as a change champion by improving processes and efficiency throughout Resthaven.
- Provide integrity and consistency of technology across all Resthaven sites.
- Participate in in-house committees and working groups, and represent the organisation on external industry committees and other stakeholders in a positive manner.
- Promote the services that can be provided by the ICT department and ensure effective relationships are maintained with other Departments.
- Actively participate in training and professional development opportunities.

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager Financial Services, commensurate with classification and training.

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ESSENTIAL CRITERIA

Qualifications / Experience

- Tertiary qualifications in information technology, project management or a relevant discipline.
- Management of contemporary ICT environments with a focus on business and user requirements, customer service, security and resilience
- Proven experience in the development of ICT Strategies to support corporate objectives, and implementing that strategy through business and project plans
- Ability to effectively interpret and communicate the strategy to key business stakeholders
- Sound understanding and conceptual knowledge of contemporary ICT practices, and systems
- Experience with systems implementation and change management.
- High level negotiation, problem solving and communication skills.
- Hold a current Drivers Licence.

DESIRABLE CRITERIA

Qualifications / Experience

- Working knowledge of the Aged Care Industry.
- Experience with CCTV, Proximity Card, WiFi, VOIP and Nursecall systems



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Justin or Lucy Dinnison-Mitchell on (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.