

	Position Title: Head of IT	Team: Corporate Services		Region: Central Office: Richmond
	Supervisor: Executive Director Corporate Services	Delegations and Authorities: In Line with Delegations Policy	Band: E Salary: To be negotiated	Date: October 2019

OUR VISION AND PURPOSE	ROLE CONTEXT		
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Head of IT will have overall accountability for leading and managing the IT Strategy and the IT Systems required to support the organisations unique objectives and goals. The Head of IT is not only an expert in their own right, but also serves as a visionary and leader building and inspiring their team while offering opportunities to grow.</p>		
<th data-bbox="91 962 958 1002">OUR VALUES</th> <td data-bbox="958 491 2154 1209"> <th data-bbox="958 499 2154 539">PRIMARY OBJECTIVES OF THE ROLE</th> </td>	OUR VALUES	<th data-bbox="958 499 2154 539">PRIMARY OBJECTIVES OF THE ROLE</th>	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<th data-bbox="958 1217 2154 1257">REPORTING RELATIONSHIPS</th>	REPORTING RELATIONSHIPS	
	<p>This role is based at our Richmond Office.</p> <p>This role reports to the Executive Director Corporate Services who will provide supervision and review.</p>		

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Significant experience working across organisations and industries to gain a variety of experiences and knowledge.
- Experience in transforming a technology function.
- Proven track record driving innovation.
- Strong experience leading, coaching and managing teams to achieve business outcomes.
- Executive management experience and strong commercial acumen.
- Experience in managing operational and capital budgets.
- Must be a strong relationship builder with experience with managing both business and technical relationships.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification (minimum Bachelor level) in IT, Business or a related discipline.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Post Graduate Masters of Business Administration is preferable.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
IT Governance	<ul style="list-style-type: none"> Leads development and communication of the organisation's policies for corporate governance of information. Contributes to strategic plans for IT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of IT. Promotes clear decision making, leading to valid reasons for IT acquisitions. Monitors provision of IT services, levels of service and service quality. Assures that the organisation's business processes are compliant with relevant legislation, and that the organisation operates according to the principles embedded in relevant standards. Promotes IT policies, practices and decisions which recognise the current and evolving needs of all the stakeholders.
Program Management	<ul style="list-style-type: none"> Sets organisational strategy governing the direction and conduct of programme management, including application of appropriate methodologies. Plans, directs, and co-ordinates activities to manage and implement complex programmes from contract /proposal initiation to final operational stage. Aligns the programme objectives with business objectives, and authorises the selection and planning of all related projects and activities. Plans, schedules, monitors, and reports on activities related to the programme, ensuring that there are appropriate and effective governance arrangements, supported by comprehensive reporting.
Stakeholder Relationship Management	<ul style="list-style-type: none"> Is responsible for defining the strategic approach to understanding the needs of the business (demand management) and works with suppliers to meet these needs. Establishes and promotes the overall vision for how IT can support the business. Defines, and gains agreement on, the principles for establishing effective relationships between stakeholders, including responsibility for the relationship between IT functions and end users.
Finance	<ul style="list-style-type: none"> Sets strategy and develops plans, policies and processes for the accounting, budgeting and, where applicable, charging of IT resources and services, including the definition of cost models and charging models. Sets, negotiates, agrees and manages all financial budgets and targets, ensuring that there is adequate funding for all IT targets and plans, especially to meet development and capacity needs.
Procurement	<ul style="list-style-type: none"> Determines procurement policies for the organisation, including "build or buy" criteria. Determines organisation's policy and procedures covering the selection of suppliers, tendering and procurement. Is responsible for deployment and review of acquisition processes and for negotiating major contracts.
Supplier Relationship Management	<ul style="list-style-type: none"> Determines overall supplier management strategy, embracing effective management and operational relationships at all levels. Establishes a framework to monitor the service provided and ensure value for money over the lifetime of the contract. Puts in place and has overall responsibility for conformance to legislation; supply chain management; commercial governance; policies for selection of suppliers and benchmarking their performance. Represents the company in any serious disputes involving suppliers.
Other	<ul style="list-style-type: none"> Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional