

Position Description

Position title:	Digital Services Chapter Lead
Directorate:	Strategy and Engagement
Service Unit:	Information Technology
Reports to:	Chief Information Officer
Direct reports:	Up to 10 director reports
Salary point:	SP19
Work location:	City Administration Centre, 12 Stewart Avenue, Newcastle West
Date revised:	July 2019

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Information Technology?

Information Technology at the City of Newcastle works alongside our colleagues across all Directorates as a trusted business partner. We work in cross-functional teams to understand the needs of our customers, with a unified goal of serving our community with innovative and sustainable technology solutions.

We leverage an Agile approach that is iterative and transparent, with rapid feedback loops. This allows us to make evidence-based and data-driven decisions to identify the greatest value early on, delivering simple and easy to use experiences to our customers and to our colleagues.

What's the focus of this position?

The Digital Services Chapter Lead is accountable for ensuring that the needs of customers can be delivered efficiently and effectively. They are responsible for driving continuous value add improvement initiatives and promoting and enhancing digital capabilities within CN for its citizens.

As a chapter lead, the Digital Services Chapter Lead acts as a line manager for the digital services chapter, focusing on coaching and helping the chapter (and its people) grow as a function. The role acts as a primary interface within the business through Product Managers. In this capacity they manage and track resources ensuring squads are adequately sourced. As CN moves to an Agile environment this role acts as

a champion for cultural change to enhance technology capabilities within CN in line with the 2030 strategic vision.

What you'll be doing:

- Coordinate all CN's Digital requirements.
- Manage and be accountable for resources, including:
 - the performance cycle and for the personal development of chapter members on their journey to mastery.
 - Be responsible for managing and tracking resources and forward planning including generating reports and track resource utilisation.
 - Responsible for sourcing resources into squads for service delivery.
 - Establish partnerships with organisations that can provide resources with specific skills.
 - Provide training and upskill resources within their designated chapters.
 - Manage and have full knowledge of resources' capabilities.
- Continuous review and improvement of services.
- Plan and execute the necessary changes for the implementation and ongoing operation of the chapter.
- Identify and respond to opportunities to accelerate project progress.
- Work closely with teams drawn from other parts of the organisation, as required, to resolve requirements and issues relating to project delivery.
- Provide leadership mentoring and coaching to support team.
- Contribute to the achievement of corporate plans, targets and goals.
- Be responsible for the day to day identification and management of IT Security issues for the organisation.
- Assure adherence to recognised IT best practice principles such as release and change management.
- Development of tender specifications and documentation through to contract management.
- Identify any opportunities for CN in terms of new services and cost efficiencies.
- Manage a significant component of the Information Technology budget approved by CN.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Bachelor's Degree in Business, Information Management or a related qualification, and/or demonstrated capability through past employment experience.
- Solid Project Management experience with the ability to coordinate and manage multiple projects to meet planned financial, scope, quality and time constraints.
- Demonstrated understanding of project management principles and their application in an IT project environment.
- Extensive experience leading and coaching teams.
- Demonstrated leadership skills and the ability to motivate all levels of staff to provide a quality service.
- Demonstrated understanding of basic product design and development concepts, including user experience design, product design, software development and delivery methodologies (i.e. Agile).
- Ability to identify and resolve complex and sometime obscure IT problems utilising a wide range of practical experience and resources.
- Demonstrated capacity to manage, monitor and evaluate a sections budget or experience in the development of budgets and service plans, monitoring and reporting of financial and work performance.
- Ability to complete assigned tasks on-time and to a high level of quality, with minimal supervision.

- Demonstrated knowledge about Design Thinking and Human Centred Design.
- Ability to understand business requirements and any technical limitations.
- Ability to clearly and effectively communicate design processes, ideas, and solutions to teams and clients.
- Excellent interpersonal, presentation, verbal and written communication skills at all levels of an organisation.
- Demonstrated negotiation, influencing and conflict resolution skills.
- Ability to make sound, pragmatic, solutions-focused decisions.
- Demonstrates the values and behaviours that contribute to a constructive, high performance culture.

Other valuable skills you may have:

- Project Management qualification.
- SCRUM certification.
- Extensive experience working in an Agile environment.

SFIA (Skills Framework for the Information Age) Skills

- 1.1.1 Strategy and architecture: Information strategy - Enterprise IT governance
- 1.1.2 Strategy and architecture: Information strategy - Strategic planning
- 1.1.3 Strategy and architecture: Information strategy - Information governance
- 1.2.2 Strategy and architecture: Advice and guidance - Specialist advice
- 1.3.1 Strategy and architecture: Business strategy and planning - Demand management
- 1.3.3 Strategy and architecture: Business strategy and planning - Financial management
- 1.3.4 Strategy and architecture: Business strategy and planning – Innovation
- 1.3.7 Strategy and architecture: Business strategy and planning – Knowledge management
- 1.3.9 Strategy and architecture: Business strategy and planning - Business risk management
- 2.2.4 Change and transformation: Business change management - Organisational capability development
- 2.2.6 Change and transformation: Business change management - Change implementation planning and management
- 2.2.8 Change and transformation: Business change management - Benefits management
- 3.2.4 Development and implementation: User experience - User experience evaluation
- 4.1.2 Delivery and operation: Service design - Service level management
- 4.2.4 Delivery and operation: Service transition - Change management
- 5.1.1 Skills and quality: Skill management – Learning and development management
- 5.1.2 Skills and quality: Skill management - Competency assessment
- 5.2.1 Skills and quality: People management - Performance management
- 5.2.2 Skills and quality: People management – Resourcing
- 5.2.3 Skills and quality: People management - Professional development

- 5.3.1 Skills and quality: Quality and conformance - Quality management
- 5.3.2 Skills and quality: Quality and conformance - Quality assurance
- 5.3.3 Skills and quality: Quality and conformance – Measurement
- 6.1.4 Relationships and engagement: Stakeholder management - Relationship management
- 6.1.5 Relationships and engagement: Stakeholder management - Customer service support

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	