

# POSITION DESCRIPTION

## ICT & DIGITAL TRANSFORMATION MANAGER

**Position Number:** 440001

**Department:** Corporate Services

**Division:** ICT and Digital Transformation

**Location:** Bannockburn Council offices - 2 Pope Street, Bannockburn

**Employment status:** Permanent, full time

**Classification:** Senior Executive Officer - to be updated to new numbers package incl. super and vehicle

**Date:** June 2018

## POSITION OBJECTIVES

The ICT and Digital Transformation (“ICT”) Manager recognises Council’s emphasis on Digital Transformation and how rapidly the ICT environment is changing, which has resulted in an increasing demand for ICT and digital services both from internal and external customers. The Digital Transformation Manager is critical continue to drive the development and implementation of Council’s ICT and Digital Transformation Strategy, which includes aligning ICT with the business to improve efficiency and reduce costs, supporting workforce mobility integration and autonomy, provide digital services to increase the customer and community digital connectivity and experience to ensure Council remains agile.

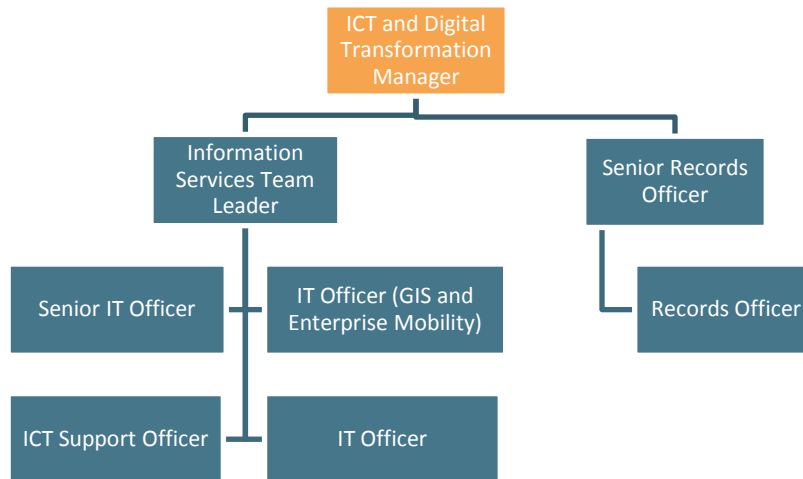
Primary Objectives are:

- Leads the digital transformation for our staff and customers to ensure Golden Plains Shire Council provides innovative customer focused digital solutions that will deliver high levels of service that our customers’ value.
- Assist the Director Corporate Services to develop and implement Council’s goals, objectives and strategies as they relate to ICT and Digital Transformation, including Information Technology and Communication and Records Management.
- Maintain an effective internal control framework to ensure Council’s ICT and Digital Transformation Department is appropriately managed and Council’s statutory obligations are discharged, particularly in regard to record keeping requirements.
- Apply IT Service Management best practices to provide outstanding ICT services that align with current and future business needs.
- Continual development of the maturity of the IT service management processes and practices to ensure a sustainable and efficient IT operating environment.
- Facilitate change in the IT operating model to drive agility and a focus on customer, business value, services and cloud.
- Provision of specialist advice, recommendations and support to all programs within Council.

- Ensure the Information Services department delivers a high standard of customer service and the culture within the team is solution oriented and reflects Council’s values and behaviours. This would include timely response to help desk requests.

## ORGANISATIONAL RELATIONSHIPS

The ICT and Digital Transformation Manager reports to the Director of Corporate Services and the department staff structure is shown below:



<b>Internal Liaisons:</b>	Chief Executive Officer, Directors, Manager, Councillors, Audit and Risk Committee members and other Council staff
<b>External Liaisons:</b>	Consultants, vendors and service providers, auditors, other industry organisations and Councils, including shared service partners.

## KEY RESPONSIBILITIES AND DUTIES

This is a key leadership role and therefore to operate successfully the person will be expected to:

- Inspire, motivate and provide leadership to their team;
- Commit and contribute to organisational and team objectives;
- Take responsibility for their own performance as well as the performance of people in their team and to oversee staff safety and development;
- Think and act strategically; and
- Manage corporate risk and budgets effectively.

### Digital Transformation

- Design, plan and deliver a digital transformation program for our customers, including the Customer Relationship Management system.
- Embeds digital thinking that allows for nimble and agile responses to customer needs.
- Ensure that the processes underpinning the digital transformation are well defined and incorporated into the solution.
- Ensure the people impacts are well understood and effective change management plans and practices are in place and effectively implemented to enable the successful and sustainable delivery of the digital transformation.

- Ensure that through the Digital Program planning and delivery customers lead the design.
- Responsible for implementation of a data integration platform to allow for data to be exchanged between internal and external Council applications and services.
- Responsible for managing the program's budget on behalf of the sponsor, monitoring expenditure and costs against delivered and realised benefits as the program progresses.

## Information Communication Technology Systems

- Manage ICT systems to ensure that they are operating at optimum levels and are continually reviewed to improve the performance of the organisation.
- Manage telecommunications and telephony systems and data access and ensure that it is fully functional, secure, reliable and cost effective.
- Ensure the ICT network is properly secured, maintained and organised to provide optimum performance.
- Ensure that data storage and servers are reliable, stable, secure and backed up.
- Develop and implement policies, procedures and standards relating to the selection, implementation and support of Information infrastructure and hardware and software.
- Ensure that Council complies with all software licensing and other requirements.
- Manage the procurement and maintenance of related office equipment including printers, copiers, PC's, scanners and audio-visual equipment.
- Develop, oversight and implementation of Council's ICT and Digital Transformation Strategic Plan, including annual review to ensure its currency and capacity to meet the organisation's ICT requirements and Council Plan Commitments.
- Management of Council's wide area network, SaaS and mobility solutions.
- Develop standard ICT service offerings and service level targets with resourcing sufficient to meet targets.

## GIS

- Develop, oversight and implementation of Council's Geographic Information Services Strategic Plan, including annual review to ensure its currency and capacity to meet the organisation's GIS requirements and Council Plan Commitments.
- Determines and manages budgetary requirements and provides long-range planning for overall agency GIS.

## ICT Security and Disaster Recovery

- Maintain the integrity of Council's ICT disaster recovery and security mechanisms, including hardware, software and policy.
- Maintain the currency of Council's ICT Disaster Recovery Plan and ensure it integrates into Council's Business Continuity Plan.
- Regularly test Council's ICT Disaster Recovery Plan to ensure data and IT infrastructure can be restored to operation within agreed timeframes following events that lead to major business interruption.
- Migration of IT services into a fit for purpose hosting facility with a planned migration to Cloud based services.

## Customer Service

- Maintain a strong internal and external customer focus culture among department staff to ensure that customers and staff are provided with responsive and high-quality service.

## Records Management

Oversee Council's records management responsibilities and obligations to ensure that the Records Unit:

- Facilitates the capture, security and delivery of files and documents in an efficient manner to assist Council to conduct its business professionally.
- Operates in a manner that is consistent with legislation, Public Records Office Victoria (PROV) standards and public accountability principles.
- Stores and preserves documents as appropriate including historically and culturally important documents.
- Manage the training of staff across the organisation to ensure the effective use of the electronic data management system (Altus ECM).
- Ensure Council's digitisation plan remains compliant with Public Records Office of Victoria guidelines and that internal processes adhere to Council's plan.

## Freedom of Information

- Manage the Freedom of Information Officer and process, to ensure that formal requests are dealt with in accordance with FOI legislation.

## Budget and Financial Controls

Ensure responsible financial management and administration by:

- Preparing the annual ICT and Digital Transformation Department budget, including regular revisions and forecast.
- Monitoring budgetary performance and provision of advice to senior officers on variations and potential remedial action.
- Ensuring that cost efficiency is maintained.
- Preparation of Ten Year Long-term Financial Plans as it relates to the Department

## People Leadership

- Provide leadership, direction and guidance to employees within the Department.
- Promote and implement appropriate human resource management practices and procedures in all aspects of the department's operations.
- Demonstrate commitment to the organisational values and behaviours and ensure that the activities of the Department are aligned to the values and enhance our organisational culture.
- Support the development of department employees.
- Lead regular departmental communication including meetings, email and verbal communication.
- Annually establish performance standards and formally undertake performance appraisals of all staff in the Department in consultation with the Director Corporate Services.
- Ensure that the management of occupational health and safety is given high priority and that robust systems are in place to identify and manage risks.

## Organisational Leadership

Provide leadership in the workplace by:

- Aligning personal and department work and behaviours with the Council's Vision, Mission and Values.
- Positively influencing teams and individuals.
- Supporting the effective development and implementation of organisational policies and procedures.
- Regularly participating in inter-department and cross-organisation activities.
- Undertaking key emergency management roles as delegated.
- Attending meetings as directed including departmental, organisational, Council and Committee meetings.

## General Responsibilities

- Provide leadership to staff within the Department that builds a culture of empowerment, accountability and excellence and act in accordance with Council's Customer Service Charter.
- Pursue customer service excellence through continuous improvement to systems, processes and staff commitment.
- Build strong internal networks and relationships and contribute to the broader management direction of the organisation.
- Timetable all tasks/projects of the Department and ensure timely completion.
- Develop and review relevant policies, procedures and guidelines.
- Carry out special projects and investigations as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

## Corporate Responsibilities

- Promote excellence in customer service and identify, review and implement strategies to improve service quality and efficiency.
- Maintain strong team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to date knowledge of emergency management responses.
- Provide ICT administration, logistics and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is subject to periodic review and is accountable for:

- Effectively implementing relevant work programs and performance of all duties and responsibilities as listed in the Primary Objectives in this PD.
- The effective management of ICT and Digital Transformation for Council.
- The achievement of agreed, specific performance objectives for the position.

- The adoption and implementation of safe working practices and procedures.
- Ensuring a clean and professional working environment and a high standard of service is maintained at all times.
- Ensuring effective, efficient, and appropriate use of resources and equipment allocated to the position.
- Accountable for the confidentiality of all documentation/information within the control of the position.
- The incumbent has authority to act as delegated and within Legislation, Council Policies and Practices and Key Responsibility Areas.
- Authorised to approve expenditure within approved Departmental Budgets.
- Wide scope to use analytical and investigative skills.

## JUDGEMENT AND DECISION MAKING

- The person operates in a specialised environment and receives little day-to-day guidance and therefore must have the ability to exercise judgement and make decisions on all matters which are within the responsibility of the position provided that these decisions are within any delegated authority, legislative requirements, established policy or recognized standards.
- Ability to develop policies and make independent decisions appropriate to their implementation.
- Ability to recognise problems, determine appropriate options and use initiative to identify and implement creative solutions.
- Interpretation and implementation of policies, procedures and legislation as required.

## SPECIALIST SKILLS AND KNOWLEDGE

- An understanding of relevant Acts, Regulations, Codes of Practice, and Industry Standards relating to local government information services management, including records management.
- Demonstrated proficiency in managing complex information systems and maintaining the stability of ICT operating environments.
- Knowledge of Victorian Public Sector record keeping requirements.
- Experience in managing data security and integrity including, but not limited to privacy obligations under the Victorian Privacy and Data Protection Act 2014.

## MANAGEMENT SKILLS

- Skills in managing time, setting priorities, planning and organising one's own work.
- Skilled in contract, project and change management.
- Understanding of and ability to implement personnel practices including equal employment opportunity and occupational health and safety.
- Proven leadership qualities, enabling the appointee to further develop and maintain a team of motivated employees and build high performing culture.
- Ability to:
  - supervise and effectively lead, manage and motivate.
  - exercise initiative, innovation and creativity in the position.
  - think strategically and develop strategic plans.
  - achieve objectives within a prescribed timetable.

- be flexible in work methods and to adopt a change management focus.
  - accommodate peak workloads.
- Well-developed analytical and numeracy skills.

## INTERPERSONAL SKILLS

This position requires demonstrated abilities as listed below:

- Values driven leadership
- Curious and interested in continuous improvement and learning;
- Reliable and committed with a strong work ethic;
- Natural leader
- Systems thinker

The role manages officers of various disciplines and has significant interaction with internal customers, external organisations, Councillors and Management.

## OCCUPATIONAL HEALTH AND SAFETY

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Demonstrate Safety Leadership.
- Provide strategic direction
- Communicate a clear set of goals to your team
- Measure performance regularly against a clear set of goals
- Act and apply risk management and control approach as required.
- Escalate relevant issues of importance in a timely manner.

## RISK MANAGEMENT

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Undertake Site and Facility Audits as per agreed schedule for Managers.
- Participate in risk assessments.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.

## RECORDS MANAGEMENT

- Responsible for ensuring staff within the team are complying with Council records management processes and encouraging best practice in records management to all staff.
- Understanding records management obligations and responsibilities.
- Making and keeping accurate and complete records of business activities and decision making.
- Creating records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## EQUAL OPPORTUNITY

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## CHILD SAFE STANDARDS

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

## PRIVACY AND CONFIDENTIALITY

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

## OTHER REQUIREMENTS

- Tasks within this role are often required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintaining a satisfactory National Criminal History Check and Working with Children's Check.
- This role is subject to a six month probation period.

## QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualifications in Information Technology or Equivalent.
- Membership of a recognised professional body (Australian Computer Society preferred) plus several years of experience at a senior level in the oversight and management of complex information technology environments, particularly enterprise resource systems and databases.
- Experience in Local Government, or equivalent organisation, will be an advantage.
- Current Drivers Licence.



## KEY SELECTION CRITERIA

Selection will be based on the applicant's ability to demonstrate that he/she can meet the skills, knowledge, qualifications and experience criteria (listed below) and that he/she has the ability to undertake the key responsibilities of the position.

1. Relevant tertiary qualifications or equivalent experience
2. Demonstrated experience in successful digital transformation, including CRM functionality
3. Experience in developing an ICT and Digital strategy which aligned to business goals, and contributed to the organisation's strategic objectives
4. Experience in the provision of consolidated data reporting and dashboard platform for the analysis and presentation of performance indicators.
5. Excellent written and verbal communication skills, including the ability to develop and maintain strong working relationships both inside and outside of the organisation
6. Demonstrated understanding of and experience in implementing ICT best practice aligned to the business needs
7. Experience in program delivery in line with well-known project methodologies and in consideration of operational, political and technical issues
8. Proven ability to motivate, lead and manage staff to maximise their performance and their job satisfaction
9. Demonstrated business management skills including financial management, contract or service agreement management and human resource management

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

## APPROVAL

<b>Prepared By:</b>	Philippa O'Sullivan, Corporate Services Director
<b>Approved By:</b>	Eric Braslis, Chief Executive Officer
<b>Reviewed By (P&amp;C):</b>	Claire Tehan, People and Culture Manager
<b>Date:</b>	
<b>Employee Acceptance:</b> (name and signature)	
<b>Date:</b>	

### PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.