	Manager Governance and Information Systems		
Classification	Executive Officer, Level 2	**Status**	Permanent, Full Time
Directorate	Organisational Performance	**Incumbent**	Vacant
Department	Governance and Information Systems	**Reporting to**	Director Organisational Performance

PURPOSE OF THE POSITION

The role will develop and lead the implementation of digital strategy across the organisation to enable business process improvements. The role will play a key role in aligning and integrating strategy, capability, culture and investment in information systems.

The role is responsible for the management of a small team with responsibility for information technology, information management, governance, and geographical information systems.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Lead Council's Digital Transformation Project.	▪ Provide governance framework for software development including change management and budget monitoring. ▪ Provide project management for software development projects. ▪ Business process mapping undertaken as required and business processes progressively automated eliminating waste where identified. ▪ Provide regular reporting against the project plan to relevant stakeholders.

Oversee Council's governance and information management function.	▪ Identify and manage the risks associated with information assets.
	▪ Development and policies and procedures to ensure adequate information governance environment to meet legislative, organisational and individual department needs that cover:
	  a) Corporate direction for the management of information.
	  b) Security – Confidentiality, integrity and availability of information.
	  c) Information Asset Management – Lifecycle management of information as an asset and classifying and cataloguing it so it can be found and used.
	  d) Information Access & Use – Sharing, licensing and use of information so it is easy to find and can be accessed as widely as possible.
	  e) Record keeping – Ensuring legislative and regulatory requirements are met.
	▪ Ensure implementation of the policies and procedures is facilitated through the provision of information and training to relevant staff.
	▪ Identify key performance indicators and provide regular reporting to the Director Organisational Performance.
	▪ Provide reporting to key stakeholders as required.

Oversee Council's geographical and information technology functions.	▪ Provide leadership to the Information Technology team. ▪ Ensure policies are developed and maintained for the management the management of risks and for the use of information technology.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	- Identify key performance indicators and provide regular reporting to the Director Organisational Performance. - Provide reporting to key stakeholders as required.
Develop and maintain a Corporate Document Framework .	- All corporate documents are accessible on Council's website and intranet. - Development and maintenance of a Document Management Framework that meets the needs of internal and external stakeholders. - The Framework: a) identifies roles and responsibilities for document development b) outlines the process for developing and approving documents c) outlines to communication and consultation requirements d) the corporate systems for document storage and publishing e) archiving of superseded or obsolete documents. - The implementation of the Framework is facilitated through the provision of information and training to relevant staff. - Provide reporting to the Senior Management Team and Audit Panel as required.
Develop corporate governance systems to assist in the management of Council's legal and contractual obligations.	- Registers, Directives and Delegations exist and are regularly maintained. - Systems are in place to monitor compliance with Councils leases and licences. - Systems are in place to monitor Council's contractual obligations including government grants. - Identify key performance indicators for compliance and provide regular reporting to the Director Organisational Performance. - Provide reporting to internal and external stakeholders as required.
Standard Clauses in SMT PD	
Work Health and Safety	- To have a sound understanding and knowledge of legislative requirements that apply to Council under the *Work Health & Safety Act & Regulations 2012*. - To give clear instruction, guidance and support to Officers, Coordinators, Supervisors and employees within your charge to ensure that legislative requirements, procedures, directives and policies of Council are met. - Promotion of Council's Safety Management System and associated documents. - Participating in Workplace Inspections as per schedule. - Investigating contributing factors and root cause of Incident/Hazard Reports and documenting risk assessment and corrective actions to be taken. - Reviewing, updating and creating SWMS, JSAs and SOPs when required.
Policies and Procedures, Corporate Planning and Reporting	- Developed and implement policies and procedures which are appropriate for the department. - Contributes to Council policy development, planning and reporting processes as they relate to the department and activities. - Ensure appropriate documented policies, codes of practice, procedures and processes are in place. - Actively participate in reviews of relevant policy or procedures and planning of resource utilisation for the operational effectiveness of the department; in particular the annual planning and budget-cycle within agreed timeframes.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	▪ Both strategic and operational requirements are addressed.
	▪ All team members provided with an opportunity to contribute to the various planning cycles.
	▪ Key Service Activity Plans and Departmental Plans, which incorporate goals and objectives that work towards the strategic direction of the Council, are developed and updated.
	▪ The Council's Workforce Plan which ensures the team is structured, capable and resourced within financial constraints is continually updated and implemented.
Financial Management - Organisational	▪ Operational objectives achieved within budget.
	▪ Capital expenditure completed within budget allocation.
	▪ Actively participates in the Council's estimate process with input and recommendations provided within agreed timeframes.
	▪ Employees are aware and actively monitoring the financial position of their relevant work areas.
	▪ Employees with budget responsibilities are appropriately monitored.
	▪ Resources are sourced and approved via the Council's procurement process.
	▪ Trending and analysis of unit costs undertaken together with ongoing review of major cost and revenue drivers.
Human Resources – Management of Employees	▪ Compliance with HR policies and procedures demonstrated.
	▪ Support and expert guidance to management and staff assisting them with the delivery of obligations.
	▪ Individual accountabilities and performance objectives are communicated, monitored and achieved through effective leadership, management and coordination of the team.
	▪ Staff performance managed including conducting employee appraisals, reward and recognition of effort and managing under performance effectively.
	▪ A workplace environment which values learning and development and provides access to ongoing professional development opportunities for employees and teams.
	▪ Succession planning opportunities identified through the use of performance management systems.
	▪ Recruitment and selection processes completed in accordance with Council Policies and Procedures.
	▪ Management of attendance, absenteeism and excessive leave balances as well as timely processing of employee timesheets and leave requests.
	▪ Assists in the establishment, implementation and monitoring of Employee return to work plans as required.
	▪ Outcomes from employee survey results implemented to assist in working towards achieving the preferred organisational culture.
Leadership - Managing, teamwork, mentoring and coaching	▪ Professional, ethical and inclusive leadership which enables individuals and operational objectives to achieve strategic outcomes and promote core values.
	▪ Teamwork fostered within the group.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	▪ Time effectively managed and plans and goals prioritised.
	▪ Staff actively mentored and/or coached in the performance of their role.
	▪ Effective communication occurring with staff and stakeholders.
	▪ A workplace culture which has a solutions-based capability promoting innovation, new approaches and solutions; enhancing individual and organisational capability to deliver excellent and responsive services.
Change Management, Continuous Improvement and Workplace Culture.	▪ Provision of highly professional leadership in the areas of continuous improvement, culture change and constructive relationships whilst fostering an equitable and fair workplace.
	▪ Develop a team that values and rewards integrity, trust and innovation.
	▪ Active participation in change initiatives.
	▪ Explore innovative IT opportunities to enhance service delivery in the field and capture of data.
	▪ Appropriate workforce consultation and communication practices in relation to new or proposed changes.
	▪ Employees are encouraged to participate in review processes including business process, service levels and relevant operating systems,
Meetings and Interactions	▪ Attending and actively participating in Senior Management Team meetings.
	▪ Attending and actively participating in internal and external meetings and workshops, as required.
	▪ At least monthly staff/toolbox meetings held for the team.
Customer Service	▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team.
	▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	▪ Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	▪ Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	▪ Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	▪ Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council.
	▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation.
	▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	▪ Departmental Key Performance Indicators (KPI's) developed.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	- KPI's communicated to the work group. - Reports against KPIs are occurring. - Updates and achievements of outcomes completed in Interplan. - Performance monitored against internal and external Council survey results.
Additional Duties	Other duties as directed within the scope of the position.

SPECIAL CONDITIONS

- A pre-employment medical including drug and alcohol testing is required prior to commencement.
- A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
   - Take reasonable care for your own safety and that of others at their work.
   - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
   - Report safety hazards to minimise and control risk.
   - Report immediately any incident or injury which arises in the course of your work.
   - Ensure completion of induction, instruction and training prior to undertaking tasks.
   - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
   - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director Organisational Performance

Direct Reports   Governance Officer, Spatial and IT Services Coordinator

Internal Liaisons: Senior Management Team (SMT), Executive Management Team (EMT)

External Liaisons: Shared Audit Panel

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The employee exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Director Organisational Performance.

PERSONAL ATTRIBUTES

- Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.
- The ability to collaborate and engage others and be responsive to their needs and organisational goals and a commitment to customer service excellence both internally and externally.
- A commitment to continuous improvement for themselves and others to enhance service delivery and commitment to the pursuit of high standards and best practice.
- Ethical, honest and reliable in all dealings and a commitment to seek trust and be trusted.
- Inclusive and effective communication skills and techniques with an ability to clearly communicate concepts to others.
- Ability to employ sound judgment and decision making amongst competing demands.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Formal Qualifications

- Relevant tertiary qualifications in Corporate Governance or demonstrated equivalent experience and understanding of best practice corporate governance principles.
- Current unrestricted Tasmanian driver licence.

Knowledge & Experience

- Project management experience
- Experience in managing change and developing teams.

SELECTION CRITERIA

Essential

- Excellent system development skills and demonstrated experience in improving business processes and leading change.
- Highly developed project management skills and ability to deliver projects on time and within budget.
- Highly developed interpersonal, negotiation, analytical and problem-solving skills.
- Demonstrated ability to effectively build and maintain key stakeholder relationships, both internal and external.
- Relevant tertiary qualifications in Corporate Governance or demonstrated equivalent experience and understanding of best practice corporate governance principles.
- Demonstrated experience in building and managing effective teams.

Desirable

- Local Government knowledge.
- Lean Management knowledge and experience.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name:

Employee Signature: Date:

General Manager Approval: Date: