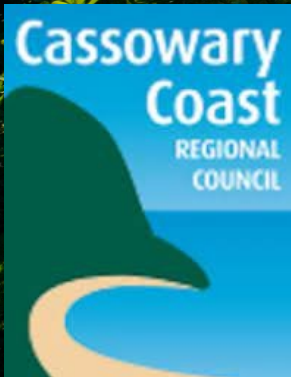


# Candidate Briefing Document Manager Information Services Cassowary Coast Regional Council



# Cassowary Coast Regional Council

---

Cassowary Coast Regional Council was formed on 15 March 2008 with the amalgamation of Cardwell and Johnstone shires. The Cassowary Coast region has:

- an area of 4,702 square km
- a population that sits at about 30,000
- a mix of town, rural and coastal communities

Council is led by a mayor and six councillors.

## **Council's Values**

*We aspire to provide great experiences, deliver value and create a sustainable future for our community.*

*Delivering outcomes that embrace value in everything we do is fundamental to a vibrant and prosperous community that 'loves the place we live' and is summed up in our vision statement -*

*"...One Coast: Cassowary Coast..."*

## **Council's Mission**

*We are committed to delivering great service and value, economic growth, opportunity, prosperity and a relaxed lifestyle.*

## **Council's Core Values**

*At Council, we are committed to working as one to realise our vision of 'One Coast: Cassowary Coast' to ensure great experiences, deliver value and create a sustainable future for our community. Everything we do is underpinned by three core values: Respect, Integrity and Courage*

# Cassowary Coast Shire Overview



The Cassowary Coast region features world-heritage rainforests, secluded beaches, tropical islands, rugged coastal ranges and fertile flood plains. The region is equally well known as Australia's banana-growing hub, as an art deco district and as the home of both the endangered southern cassowary and the giant golden gumboot.

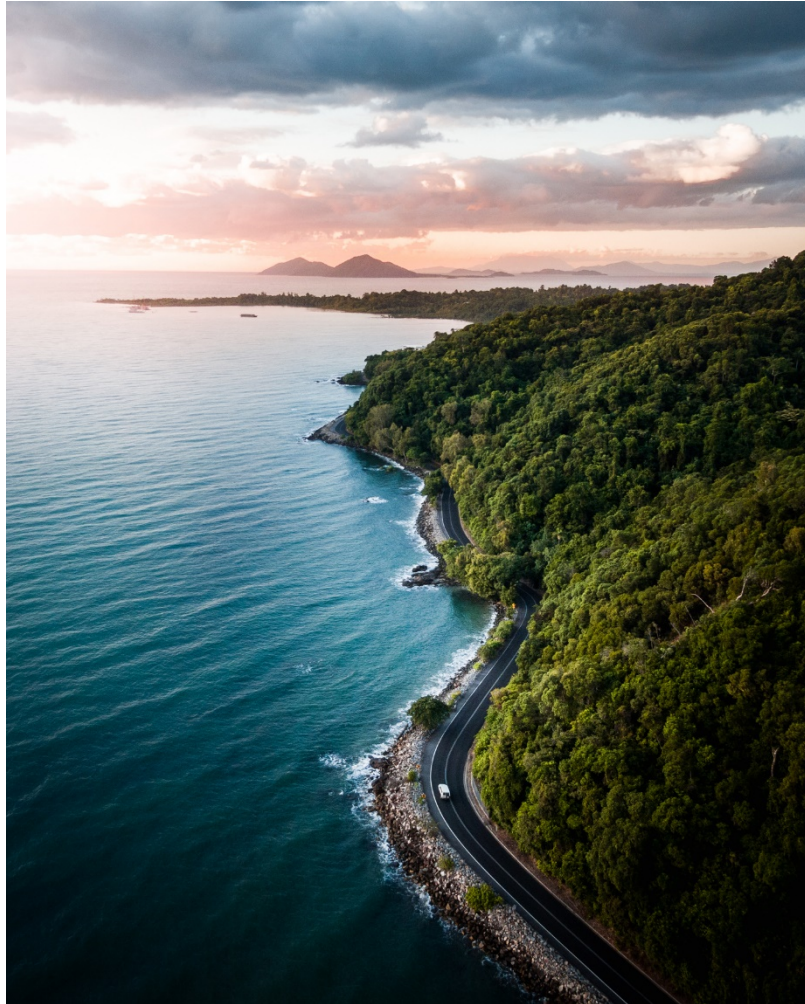
Running from Cairns to Cardwell, the Cassowary Coast is one of the undiscovered gems of Queensland, a quiet stretch of coastline bordered by the Wet Tropics Rainforest and the Great Barrier Reef. Mission Beach (actually four separate towns spread along a 14km stretch of palm-fringed beach) is at its heart. Despite its popularity, the town has retained a dreamy, laid-back vibe and the welcoming locals are never outnumbered by tourists.

The township of Tully holds the nation's annual rainfall record with a 7.93m dumping in 1950. There is an 8m golden gumboot monument at the town's entrance. Our high rainfall and resulting humidity mean lush tropical forests and many streams. The area abounds in natural beauty and is home to 2 world heritage areas, the Wet Tropics rainforest and the Great Barrier Reef. The Cassowary Coast's rainforests, tropical beaches and islands and its closeness to the Great Barrier Reef make it a must-see tourist destination.

The tourism industry is ever-increasing. Visitors can try adventure sports ranging from white-water rafting and sea-kayaking to skydiving and diving on the Great Barrier Reef. They can find their secluded beach, explore some of the rainforest walking and mountain biking trails or relax at resorts.

New opportunities include food trails, indigenous culture tours and art deco tourism. The Cassowary Coast boasts rich agricultural land and this has paved the way for a \$400 million a year banana industry and a sugar cane industry that has driven growth in the region since the late 1800s.

# Cassowary Coast Shire Overview (Cont)



Sugar mills operate out of South Johnstone in the north and Tully in the south. Cane and bananas are big employers in the Cassowary Coast region, however there is ever-increasing diversity in crops. Produce includes paw paw, tea, rambutans, pineapples, watermelons, pumpkins, lettuces, lychees, mangosteens and less traditional Cassowary Coast products such as tomatoes, vanilla and cocoa.

Cattle, timber, aquaculture, fishing and fruit wineries also feature among the agriculture-based industries. Prawn and reef fishing fleets work out of the region, as do tourist fishing boats. In addition, there is prawn, barramundi and crocodile farming.

Queensland's major coastal highway, the Bruce Highway, runs through the region while the Palmerston Highway, the easiest road route to the Tablelands region and the gateway to the Gulf of Carpentaria and Cape York, begins in the Cassowary Coast region.

There are three aerodromes - Mundoo Aerodrome outside Innisfail, Tully Airport and Dallachy Aerodrome north of Cardwell.

Mourilyan Harbour near Innisfail is a high quality natural harbour with timbers cattle and sugar exports.

The region's closeness to Cairns and Townsville add to its livability and attraction for investors, retirees, families and tourists, many of whom have been seduced into staying after experiencing the relaxed outdoor lifestyle, the warm climate and spectacular scenery.

# Making the Cassowary Coast Region Home



The Cassowary Coast is home to many of community groups and organisations working to create a sense of belonging and inclusiveness in their community. A link to the Community Directory is [HERE](#) where you can find local groups, community services, sports clubs, facilities, and more.

## Education

The Cassowary Coast provides a comprehensive range of education services for all ages and supports life-long learning which can be closely aligned to business needs. Several institutes offer both public and private education across the region. Access to tertiary education is delivered via James Cook University in Cairns and Townsville. Access to vocational education and training is delivered via TAFE at its campus in Innisfail.

Details can be found [HERE](#)

## Medical

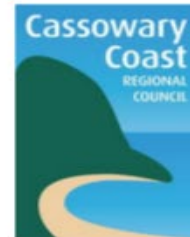
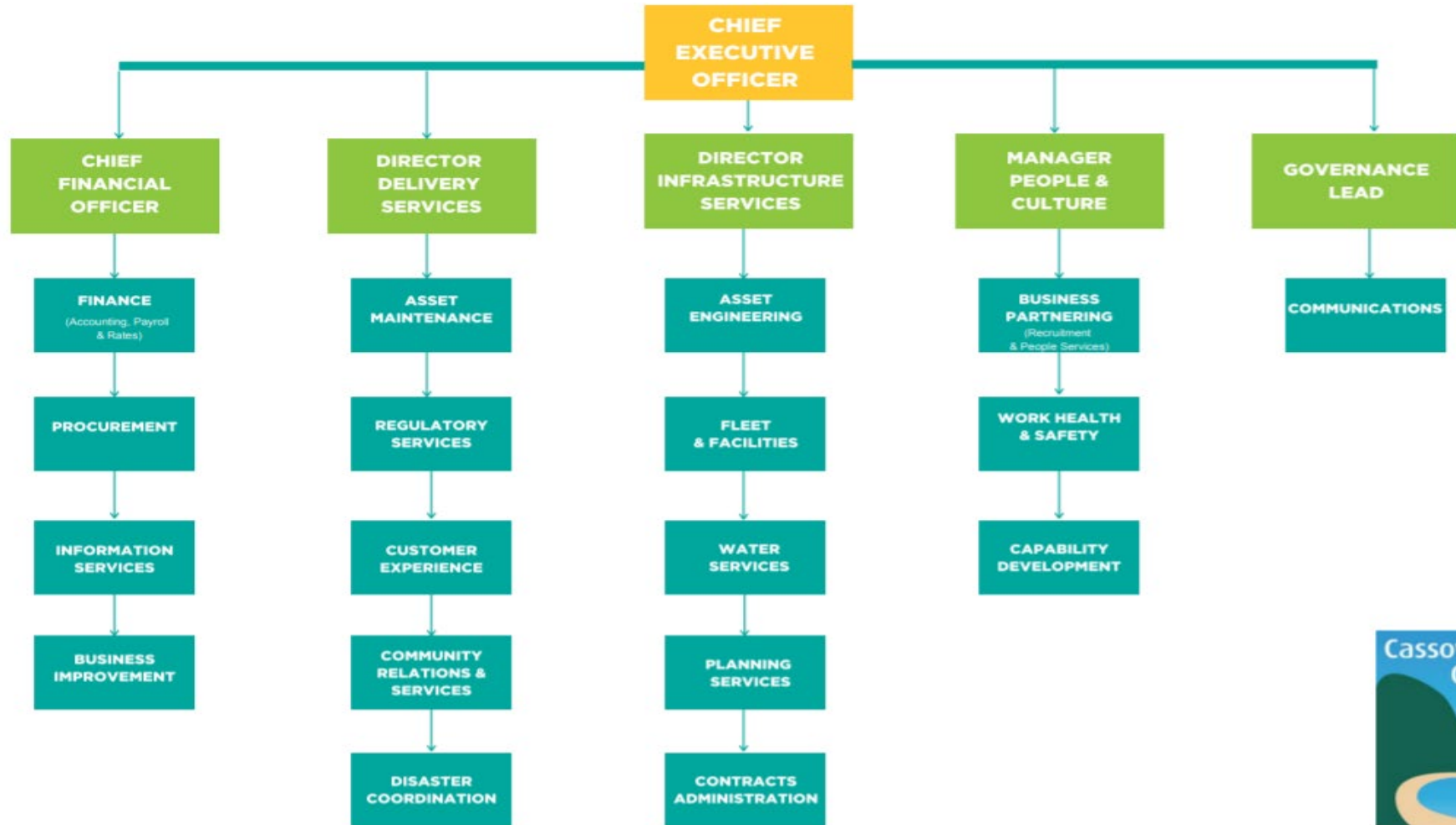
Known for its lifestyle attributes, the Cassowary Coast will continue to see an increase in retirees who relocate to the region. This increase has prompted the development of a number of aged-care services and medical facilities. The region is serviced by two public hospitals and there are also several medical Centres, pharmacies and allied health services across the shire.

## Sport and Recreation

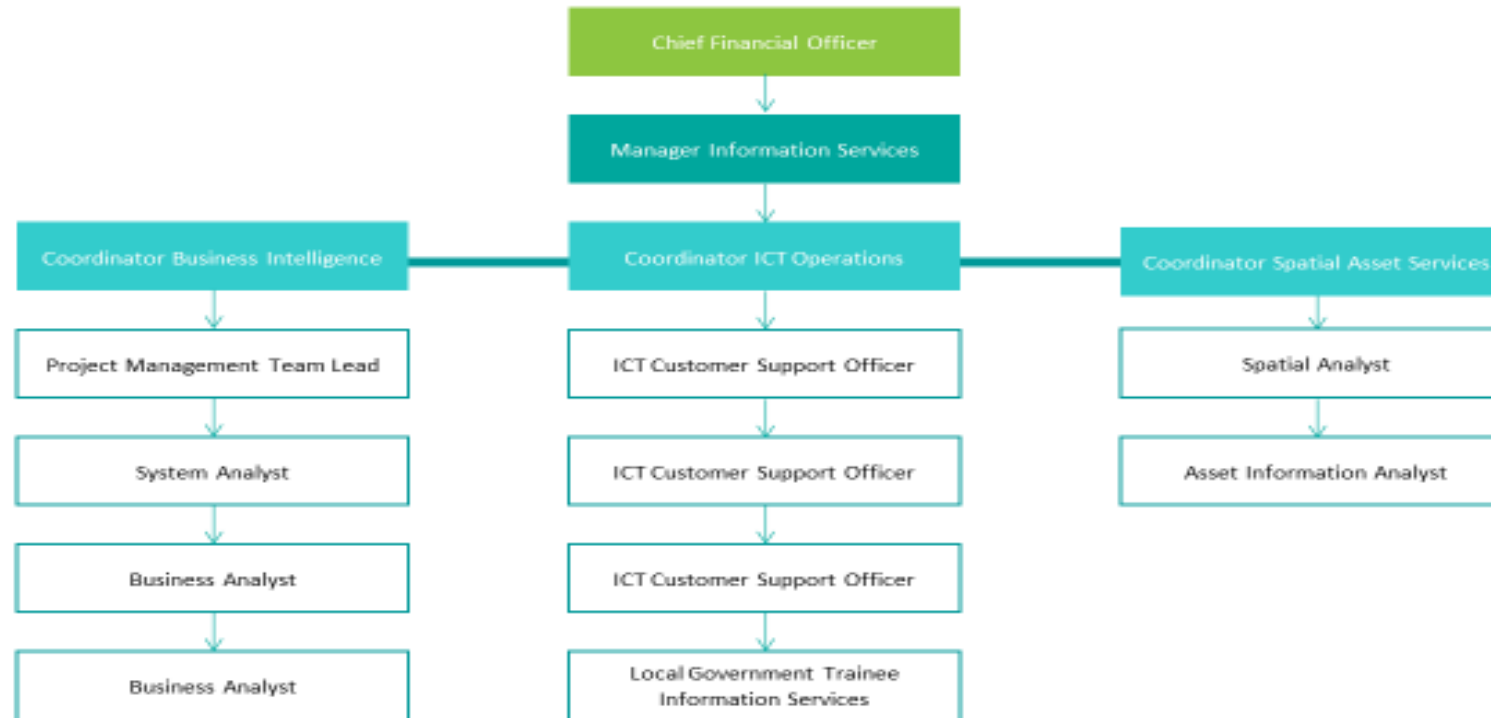
A list of the extensive sporting and recreation facilities across the Shire can be accessed [HERE](#)



# Organisation Structure



# Information Services Structure



# Council Information

[Cassowary Coast Corporate Plan 2021-2025](#)

[Cassowary Coast Operational Plan 2021-2022](#)

[Liveable Cassowary Coast Whole of Community Plan 2020](#)

For further information please visit  
[www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)



# Manager Information Services

<b>Location:</b>	Rankin Street Innisfail or other offices across the region as determined
<b>Reports to:</b>	Chief Financial Officer
<b>Employment Status:</b>	Executive Contract – four (4) year term

## Direct Reports:

- Business Intelligence
- Spatial and Asset Services
- ICT Operations

Staff of 14 in the team

The Manager Information Services, will work collaboratively across the organisation to deliver best practice information services. The Manager:

- Is the key provider of advice to executive management on information management issues, business solutions and strategic Information and Communications Technology (ICT) directions in Council
- Uses Business Intelligence to capitalise on enterprise assets such as Technology One (T1)
- Maintains Spatial and Asset records, capitalising and revaluing Council's \$1.8B of assets and fusing other data sets to provide insights about the area demographics to improve Council services
- Provides ICT Operations services for ICT asset management and end user service support



# Primary Objectives

---

The Information Services team works collaboratively across organisational boundaries to overcome barriers to information sharing and communication across the organization and has a solutions focused, high performance team culture driven to continuous improvement and exceeding agreed goals and targets.

## **Business Intelligence**

- Management has reliable and relevant dashboards with which to monitor their operation
- Council exploits all the features available in T1
- New solutions have a high adoption rate with end users

## **Spatial and Asset Services**

- Capitalisation and annual asset revaluation operated efficiently and effectively
- Managers use spatial data integrated with other data sets to improve services and reduce costs

## **ICT Operations**

- Customers access information easily, on demand and from a range of devices (particularly portable and mobile devices)
- Technology and the management of information has increased efficiency with respect to the effort departments expend to administer processes and has helped to increase customer satisfaction
- Council's ICT asset base is contemporary and operating under a risk based protective security policy

# Key Accountabilities

The Manager Information Services will:

- Provide leadership and strategic direction to Council regarding contemporary ICT and business information services that support the achievement of Council's Corporate Plan
- Deliver Information Services (IS) Information Transformation 2023 and Asset Management Plan
- Manage Council's complex contractual relationship with T1
- Migrate the organisation from using T1 Connected Intelligence (Ci) to using T1 Ci Anywhere (CiA) and through the execution of a contemporary change management plan that results in benefit realisation
- Selecting candidate applications and platforms for migration to subscription services and managing the subsequent service
- Ensure that the services provided by IS help service delivery departments to become more customer centric. IS services cover people, processes, organisation, and technology
- Lead strategic planning and execution of ICT programs for long-term enterprise and information architectural sustainability of Council's ICT investment and information management governance
- Work with direct reports to ensure plans and actions are in place with their respective teams for skills development opportunities, performance management, Achievement and Development Planning discussions and succession planning
- Ensure consistently high standard of performance from Information Services by monitoring and reviewing performance of each of the sub-units:

Business Intelligence

Spatial and Asset Services

ICT Operations

# Key Accountabilities (cont)

- Provide advice to Council's Executive Management Team on contemporary and emerging ICT and business information developments, trends, and opportunities, including recommendations for solutions to maximise disruptive technologies, effectively shaping the future of Council's Enterprise Architecture business practices and service delivery enablement
- Provide strategic advice to the Executive Management Team on ICT governance framework, obligations, compliance strategies, existing and emerging risks, supporting strategic decision processes and critical issues response
- Ensure Council's ICT security posture is contemporary and aligns to the risk appetite of the organisation
- Prepare and submit annual and strategic ICT budgets for adoption, including managing operational, capital requests and the budgeting process
- Create a culture of collaboration that acts as a catalyst for ICT innovation across Council that leads to reforms in the strategic use of Information Management systems across Council
- Maintain and develop relationships outside of Council with peers in other local governments and with strategic suppliers
- Maintain oversight of all current and planned Digital and ICT programs and projects to ensure they are supported by sound business benefit models and the realisation of these benefits
- Ensure all activities led by Information Services use approved frameworks and methodologies including but not limited to ITIL, COBIT and Prince 2
- Manage all aspects of Council's ICT risks through a risk-based management framework
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Chief Financial Officer, which fall within the scope of this position and are within the incumbent's skills, competence and training

# Behavioural Competencies

- Practices and influences behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility, takes an ownership role and influences Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Excellent interpersonal, influencing and negotiating skills to work with Councillor's, Executives, other senior management, vendors, and external agencies or stakeholders
- Extensive experience in providing high level strategic advice and presentation of major business cases to executive teams
- Adept at translating the approved strategies of Council into operational reality, measurable results and be able to switch from strategy to implementation
- Provides 'break through thinking' to negotiate 'win-win' solutions with all stakeholders
- Looks for, and acts on, opportunities for synergy and integration across the department and the organisation
- Inspires individual and team commitment for performance and meeting team goals
- Commits to personal and professional development



# Selection Criteria - Essential

---

- Tertiary qualifications in Information Management or qualifications through continued professional development or demonstrate recent experience of no less than 5 years, in a senior ICT leadership role
- Proven experience in transforming business and customer outcomes through people, process, organisation, and technology
- Experience in dealing successfully with T1 or similar enterprise software provider<sup>[1]</sup>
- Demonstrated experience of how to transform and position an organisation to exploit the benefits of T1 Ci Anywhere or equivalent<sup>[2]</sup>
- Demonstrated experience in selecting and managing subscription service providers and migrating on-site applications and platforms to a subscription service
- Demonstrated excellence in interpersonal communication, knowledge sharing, and presentation, including an ability to communicate with both expert and non-expert audiences
- Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programs/projects whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders
- Demonstrated ability to develop, implement and maintain whole-of business ICT strategic plans for a multi divisional organisation
- Ability to demonstrate behavioural competencies
- Current Queensland “C” class drivers licence

# Selection Criteria (cont)

---

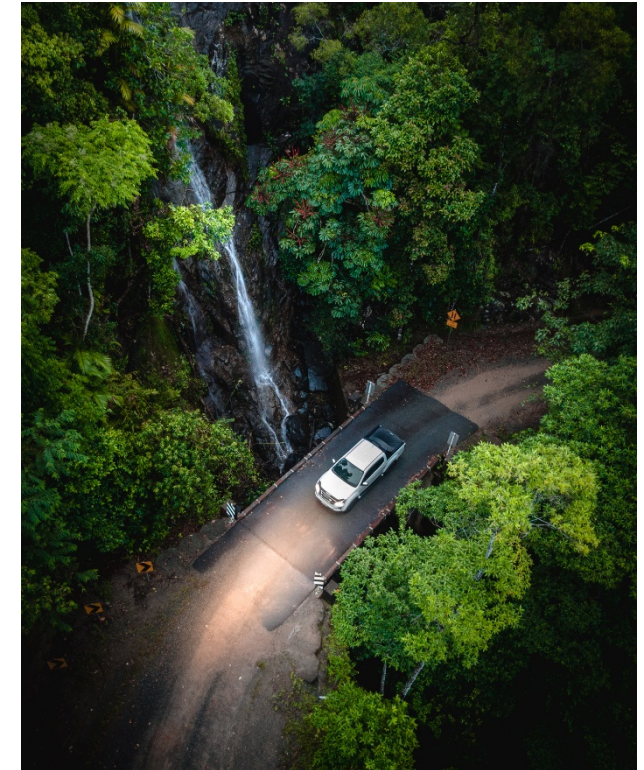
[1] Council operates a Platform as a Service hosting enterprise applications as a consolidated T1 Cloud service and application package. Application functions include HR & Payroll, Financials, Works Management, Enterprise Asset Management, Property & Rating, Customer Requests, Document Management (ECM) and Supply Chain Management. As a T1 Cloud platform, the entire suite of applications is autonomously maintained with uniform version patches, feature and security upgrades. The vendor managed upgrade cadence and version continuity maximise value and reduces the organisational disruption traditionally associated with major package upgrades.

[2] Council operates both the T1 Ci and Ci Anywhere application suites, both developed with specialised, comprehensive local government solutions. Ci is the long standing legacy suite originally deployed. Ci Anywhere is the contemporary suite providing homogenous end user features, mobility, connected content and seamless integration between functional applications. A program of migrations to Ci Anywhere is in the preliminary stages to leverage greater capability, integration and functionality. CiA set the foundation for T1's Digital Experience Platform (DXP), incorporating leading technologies for augmented end user experience, self-service and capability. The homogenous characteristics of CiA incentivises incorporation and replacement of other external systems and applications to benefit from integration, standardisation, security and user administration.

The CiA migration and application rationalisation require long term planning across a broad range of business functions, technology, enterprise considerations. Astute strategic foresight is needed to plan and resource migrations, to achieve successful deployments without major reworking.

# Additional Information

- Cassowary Coast Regional Council was an early adopter of the TechnologyOne 'One Council' initiative and went live in 2013.
- Bringing fresh energy and eyes to the role you will maintain momentum moving forward given the network infrastructure is in place and the 'hard yards' have been done.
- Facilitating the unified adoption of comprehensive enterprise solutions such as T1 will be paramount to success. Astute change management will be needed, particularly building confidence that counters the tendency for segregated, specialist solutions.
- A strong project management background will underpin discerning acumen for managing the T1 relationship, ensuring there is a carefully balanced approach to exploiting opportunities vs taking a strong-arm approach.
- Historically, IT wasn't something Council was heavily invested in. Therefore, the role requires someone who has a focus on both external and internal customers and who importantly, comes in with an open mind and a willingness to do things differently.
- You will be a Manager that is keen to get out in the business and have a presence and visibility with your team and ensure there are regular meetings and feedback provided in one on one sessions.
- Renowned as a strong leader, you may be currently working at this level or have a good understanding of networks including exposure to the majority of functions in the ICT space and are keen to 'step up' and leverage your career.
- An understanding of how risk is changing and the ability to be across the evolving IT landscape and how it all operates will be part of your DNA.



# Why this role?

- Reporting to the CFO, you will be able to make the role your own and actively take the reigns of something that will continue to underpin the way Council strives to manage ICT across its operations.
- This could be the lifestyle change you have been seeking. Whilst visibility in the early part of your tenure will be important the CEO is open to people working from home 1-2 days a week.
- The appeal of the role is being able to make a difference in a smaller community and to do something different away from the corporate world in major capital cities.
- With a new CEO and Management team there is an appetite for doing things differently so you will have a voice and be supported as you continue taking the organization forward in ICT initiatives.



# Recruitment Process

<b>Application Period:</b>	Wednesday 5 <sup>th</sup> January 2022 – Monday 31 <sup>st</sup> January 2022
<b>Closing date for Applications:</b>	10pm Monday 31 <sup>st</sup> January 2022
<b>Initial Assessment:</b>	1 <sup>st</sup> February – 4 <sup>th</sup> February 2022
<b>Council Interviews (first round):</b>	Week commencing 7 <sup>th</sup> February 2022

## Assessing Applications

Peak Services will review all applications and provide an initial recommendation of suitable candidates to Council.

In consultation with Peak Services, Council will determine a shortlist of suitable candidates, and interviews will be arranged with the Council panel. The Council may require the candidate to undergo psychometric testing to assist in understanding the candidate's working preferences and attributes as well as fit for the organisation. There will be a requirement to provide referees and possibly the need of a criminal history check based on Council's discretion.

**Privacy Information:** Peak Services is collecting your personal information in accordance with the *Information Privacy Act* for the purpose of assessing your skills and experience against the position requirements. The information that you provide in your application will only be used by employees of Peak Services. Your information will be provided to authorised Council Officers, including Human Resources, interview panels and hiring managers.

# Council Benefits

---

- The cash component is approximately \$155K + Super
- Provision of a laptop and mobile phone for work purposes.
- Five (5) weeks annual leave per annum
- The Council will make compulsory superannuation contributions on the employee's behalf. Where the employee contributes 6% of the ordinary earnings, Council will contribute 12%. Salary sacrifice is available for member contributions.
- Uniforms and protective clothing will be provided annually in accordance with Council policy
- Professional development, conference attendance & professional membership
- Relocation Assistance will be provided to the successful candidate.



Principal Consultant Recruitment – Rona Horsfall

[rhorsfall@wearepeak.com.au](mailto:rhorsfall@wearepeak.com.au)

0438 943 854

CAIRNS | BRISBANE

[www.wearePeak.com.au](http://www.wearePeak.com.au)