



CHIEF INFORMATION OFFICER

POSITION PROFILE

Division	Corporate Support	Status	Permanent Full-Time
Unit	Information and Technology	Salary Grade	Package
Reports to	Director Corporate Support	Reviewed	October 2021

POSITION PURPOSE

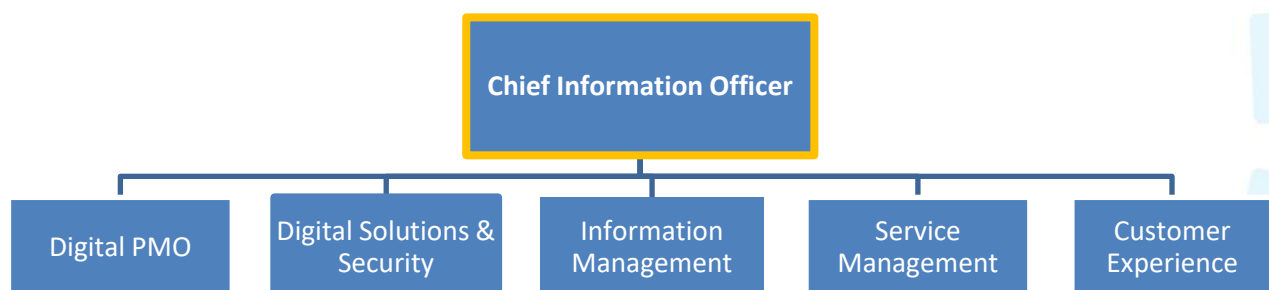
Council's Chief Information Officer (CIO) delivers a breadth of leadership across ICT strategy, delivery, system enhancement, IT risk and governance, process improvement and innovation.

The CIO leads Council's ICT Division, creating and maintaining a highly professional, customer oriented, innovative and future-focused service stream.

The CIO will partner with the business to create organisationally aligned ICT strategies to enable Sutherland Shire Council to achieve its strategic and operational goals.

The CIO will manage the provision of secure and stable technology and information services to support business outcomes through best practice people, change, financial, and risk management strategies and frameworks.

ORGANISATIONAL STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

- Provide vision, leadership and governance of the ICT strategy and architecture, ensuring alignment with Council's overarching strategic plans, and adherence to appropriate ICT governance frameworks.
- Ensure successful delivery of Council's ICT Strategy implementation plan, including a multi-year implementation of a software-as-a-service enterprise resource platform.
- Create and maintain highly professional, customer oriented, innovative and future-focused ICT capability within the organisation.
- Purpose-led, values driven leadership, with a focus on developing individual and team capability, to support the delivery of quality outcomes in an agile and collaborative approach.
- Establish and maintain value-based stakeholder and strategic supplier relationships to progress key strategic and operational challenges and opportunities.
- Manage the provision of secure and stable ICT services to support business outcomes, delivering on service level commitments and enhancing customer satisfaction.
- Identify and evaluate opportunities for business-led innovation and development to deliver ICT solutions that meet internal and external customer needs.
- Develop, implement and maintain best practice change, people and financial management strategies and frameworks.
- Maintain the ICT risk register, identifying current or emerging threats and risk mitigation strategies. This includes ongoing development and implementation of the cyber security strategy, business continuity plans, and disaster recovery controls and procedures.
- Engage and influence decision makers to align ICT investment with business objectives.
- Maintain currency with industry best practice to ensure ICT solutions are fit for purpose.
- Enhance the reputation of Sutherland Shire Council through compelling communications and consistent responsiveness.
- Ensure compliance with legislative requirements relevant to the role and organisational policies including those related to risk, workplace health and safety, financial management, and procurement.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> - You have tertiary qualifications in computer science, information management or a related discipline and tertiary qualifications in management or significant experience in management. - You hold a current NSW Drivers Licence
Experience or skills	Essential	<ul style="list-style-type: none"> - You have proven leadership and management experience at a senior level, delivering contemporary ICT services in large, complex organisations. - You have extensive knowledge of ICT trends, issues and opportunities particularly those related to digital, data, geospatial, business intelligence, mobility, cyber security, information management, and cloud. - You have significant expertise in successfully delivering technology enabled organisational transformation programs. - You are an outstanding leader with significant emotional intelligence and a proven ability to coach and manage the performance of staff and build high performing, self-directed teams. - You have excellent verbal and written communication skills including a demonstrated ability to skilfully communicate technical, strategic, and complex issues to a wide variety of audiences. - You have outstanding interpersonal skills with the proven ability to build positive and productive relationships with the executive team, colleagues, stakeholders and employees. - Excellent strategic, conceptual, analytical and lateral thinking skills with the demonstrated ability to drive strategic outcomes, innovation, and efficiency.

CORE CAPABILITIES

Attributes

Leadership: Provide clarity of direction, model corporate values, capacity to identify and implement change, build team and individual capability, support continuous improvement, and the highest standards of professionalism.

Goals oriented: Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative.

Strategic thinking: Critically examine problems, considering alternative view points, identify constructive solutions and look for opportunities for innovation.

Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.

Relationship management: Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues.

Team focussed: Mentor emerging leaders, share skills, experience and knowledge via formal and informal collaboration with colleagues and staff.

Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

OUR VALUES



Behaviours	<p>Collaborate - be open and welcoming, genuinely connect to others, include others, work together as one</p> <p>Achieve - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</p> <p>Respect – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others</p> <p>Evolve – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</p>
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CORPORATE OBLIGATIONS

Employees	The direct reports to this position are Team Leader Performance Management Services, Solution Services, Integration Service, Enterprise Content Management, Service Management, Customer Experience and Spatial Services.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	<p>Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.</p> <p>You are obligated to fulfil the requirements of enterprise risk management as a key accountability of your position.</p>
Financial Management	Undertake relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.

SPECIFIC CONDITIONS OF EMPLOYMENT

May be required to work additional hours to ensure availability of Council systems as and when required.