**Portfolio: Digital
Reporting to: Manager Water & Asset Systems**

## Position Purpose

This position will lead products that support the Water and Asset business units in the context of Water Systems. The role will lead the relationship between staff assigned within the Digital portfolio and the staff within relevant teams to enable development and enhancement of products that support key business processes. The position will transform the ways of working within the team to a more agile delivery model in each new initiative and drive excellence in safety.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Prioritise demand, through business relationships and governance processes, of the in-scope business units relating to major business initiatives, systems enhancements, and the performance & operational effectiveness of existing systems.
5. Establish an annual plan for system investment and improvement initiatives linked directly to business initiatives and company priorities. The plan will include a roadmap of systems which will meet the long-term objectives of the enterprise architecture.
6. Establish and provide stewardship over data architecture based upon the needs for/of decision support and business processes.
7. Implement a delivery capability with selected contractors and internal staff to support the Program and portfolio Managers.
8. Implement support and maintenance for all application systems delivered to production through establishment of a high-performance team.
9. Build enhancements to current systems and implement new solutions through establishment of a blended team of dedicated internal BSI staff, vendor staff, and business representatives in order that a fully capable project team is in place for completing agile sprints. These teams will be made available to Program Directors and deliver complex programs of work using agile delivery methods.

## Key Challenges

* Transforming the team culture that is to be focussed on the customer, business, commerciality, value added activity and eliminating waste
* Change management of field workers from a manual data capture culture to one of mobile access to data and entry.
* Drive the strategic implementation of a data driven approach to asset health management and performance of the field force to be highly efficient and productive.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Executive Managers of Water and Asset functions | Lead product development and enhancements for each business area. Integrate business staff into jointly developed technology initiatives. |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Department of Industry – Water | Consumers of WNSW data and policy maker driving changes to WNSW systems and processes |
| Key Vendors | Delivery of highly capable technology services |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Coaching & Developing Others | B | * Supports individual development in line with career aspirations and business requirements
* Challenges others to achieve their full potential
* Actively listens to others
* Supports others to establish meaningful goals
* Asks questions to create awareness and encourage self-directed problem solving
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| Driving Performance | B | * Ensures the team has the capability and resources required to undertake work effectively
* Monitors team’s progress in achieving goals; takes action to keep the team on track and recognise achievements
* Works with team members to develop SMART goals
* Listens to and involves others in team decisions and actions; values and utilises individual differences and talents.
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| Managing Change | B | * Understands risks and opportunities of change and is able to take action to ensure the change is successful
* Understands the range of reactions to change and actively manages these
* Identifies and addresses stakeholder resistance to change
* Communicates key information and wider reasons for change
* Gains stakeholder support and generates enthusiasm about change
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|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Partnering & Advice | C | * Consider broader purpose and the long-term context of the customer when providing advice
* Provides sophisticated and value adding insights for customers
* Assists customers to explore new ideas and to navigate the road ahead
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|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Analysis and Problem Solving | C | * Takes a broad view when analysing complex and ambiguous situations
* Recognises patterns and draws linkages between data and/or situations
* Develops long term solutions that address the root cause of problems and prevent recurrences
* Selects and uses problem solving tools appropriate to the problem and the context
* Evaluates the effectiveness of implemented solutions
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| Continuous Improvement | B | * Analyses current processes and practices to identify opportunities for improvement
* Identifies patterns in data and information and implements improvements based on this analysis
* Has knowledge of and able to apply appropriate continuous improvement tools to achieve the best outcome
* Undertakes improvement projects within own team or business area to improve outcomes by utilising innovative thinking
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## Mandatory Candidate Requirements

**Qualifications:**

* Computer Science or other relevant tertiary education linking technology to business value
* Current NSW Drivers Licence

**Knowledge:**

* Agile delivery methodologies
* Functions of Analytics solutions using a combination of real time data sources and transaction systems with the presentation through web-based dashboards
* Functions of Water Data Management and other systems that improve business performance in a utility

**Experience:**

* Strong strategic leadership and technical skills in an IT environment including people, process, and technology management skills
* Proven experience in assessing customer and business systems needs and the development of reports and business cases for the procurement of business information systems and processes
* Demonstrated success in developing and implementing IT software/systems/tools that delivered significant business benefit for the organisation

## Favourable Candidate Requirements

* Experience engaging with senior executives and at a board level
* Strong enterprise architecture experience
* Strong analytical and financial skills

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical for Office based role
* Police Check