

Position Description

Title	Head of Information Communication Technology (CIO)
Business Unit	Information Communication Technology CFO Division
Location	Level 4/130 Lonsdale Street, Melbourne
Employment type	Full Time Ongoing
Reports to	Chief Financial Officer

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Head of Information Communication Technology (ICT) is accountable for defining and delivering a transformative ICT strategy and building capabilities across Uniting alongside delivering day-to-day operational excellence.

This includes, systems development and support, infrastructure, security and technical services. The Head of ICT is accountable for the systems architecture of Uniting Vic.Tas. Reporting to the Chief Financial Officer (CFO), the Head of ICT will be responsible for providing oversight and direction to ICT and business leaders on strategy, standards, and opportunities for shared services and economies of scale.

The Head of ICT leads Uniting Vic.Tas's ICT strategy and planning process and will be responsible both for IT operations, information & data security and for technology and digital innovation. It is critical for the Head of ICT to build strong and productive relationships with all business unit leaders, acting as a true partner and establishing ICT as a business enabler. This is a key leadership role within Uniting and will make a significant contribution to the provision of exemplary customer service.

2. Scope

Budget: \$6.7m

The ICT team deliver a range of services including:

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- Systems infrastructure
- Business applications and support
- Security & data protection
- Voice and data communications
- Technical services and support

People:

- 3 direct reports
- 30 indirect reports

3. Relationships

Internal

- CFO Leadership team
- Executive Leadership team, Board of Directors
- ICT team
- Executive Officers and other business unit managers
- Project managers for key infrastructure projects

External

- Vendors
- Uniting Church Agencies and Synod of Victoria and Tasmania

4. Key responsibility areas

Strategy and Leadership

- Develop an ICT vision, strategy, and a roadmap, and lead the ICT team and its business partners in effective execution
- Make a key contribution to the formulation of Uniting's business and digital strategies
- Proactively advise the Executive Leadership Team on the emerging technologies and digital trends that are most relevant to Uniting's goals and evolving needs
- Help determine capital investment parameters, priorities and risks for enterprise-wide IT initiatives to maximize the return on investment
- Actively participate as a member of the CFO leadership team in determining "whole of division" approaches to supporting the organisation in achieving strategy and goals
- Develop and drive key strategic initiatives that support Uniting's ability to deliver against its Strategic and Operational Plan(s) in relation to ICT management
- Develop and monitor the ICT operating budget to ensure resources are efficiently and effectively applied in achieving the key objectives
- Work closely with the CFO to provide high-level advice to the CEO and Executive on ICT
- Ensure, on an ongoing basis, that current and planned technical architecture, investments and solutions are aligned with Uniting's business objectives.
- Build strong relationships with business groups and their leaders across Uniting, and develop a detailed understanding of their issues, challenges and opportunities and where ICT can support/enhance service provision through technology solutions
- Implement the most appropriate and effective ICT organisational design to support and engage with the business

ICT Operations

- Direct the system configuration principles via design, planning, implementation, and maintenance of the infrastructure that supports Uniting's operations and business applications
- Establish metrics for managing ICT effectiveness and for measuring the impact of ICT on the business
- Establish, agree with internal customers and communicate appropriate service levels and the processes to ensure that KPIs are met

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- Maintain oversight of all ICT projects, ensuring that commitments are properly planned, resourced, monitored and reported, ensuring that they are delivered and sequenced to minimize impact on users / operations staff. Projects are on time, on budget and fit for purpose outcome delivered
- Establish a comprehensive enterprise information security & data program to ensure the integrity, confidentiality and availability of relevant data
- Ensure enterprise-wide ICT backup, disaster recovery and business continuity strategies are implemented and tested appropriately
- Establish and enforce ICT policies, procedures, processes, portfolio management, development standards and methodologies
- Monitor the industry and sector for developments in ICT operations; evaluate and implement relevant new tools and service management frameworks
- Review, recommend, and oversee all vendors and managed service agreements for computing, telecommunications, IT services, equipment and licensing
- Ensure licensing is current and minimised through both negotiation and appropriate infrastructure and applications configurations
- Partner and support senior management in the resolution of ICT issues
- Ensure user education, training and security awareness is available, frequent, and fit for purpose
- Ensure the Help Desk provides internal customers a high standard of support and care. Root cause analysis identifies issues and permanent remedies are implemented
- Proactive monitoring of system performance and security. Rapid response and resolution to issues
- Systems are in place to ensure the maintenance of all ICT infrastructure and applications are current and monitored
- System documentation is relevant and up to date

People and teams

- As a member of the CFO leadership team make a positive contribution to the division's culture, performance and delivery of service to internal customers
- Establish, lead, coach, inspire, and engage the ICT team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision
- Undertake regular supervision and performance review with line managers, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values
- Develop and maintain a plan that provides for succession and continuity in the most critical ICT management positions.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- To be developed between the CFO and the incumbent within the first 3 months of commencement in the position through the performance review and development process

6. Person specification

Qualifications

- Relevant tertiary qualification in computer science (or equivalent experience)
- Post-graduate qualification in management/leadership (highly desirable)

Experience

- Significant experience in senior technology roles, CIO or equivalent; with previous experience working for a not-for-profit organisation highly regarded
- Demonstrated ability to develop, lead and implement a broad range of enterprise-wide contemporary ICT strategies, programs, policies and operational practices to successfully support the strategic objectives of the business
- Proven experience in a large multi-faceted complex organisational context, with an emphasis on quality service delivery and results and a focus on exemplary customer service

Knowledge and Skills

- Strong organisational and project management skills and sound business acumen
- Proven track record in building and maintaining effective working relationships with a broad range of stakeholders
- Highly developed verbal and written communication skills
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experience
- Demonstrable builder of strong technology vendor partnerships, and ability to manage multiple vendor relationships to ensure the best performance and financial return
- Demonstrated experience with SaaS, cloud-based, and outsourced solutions through third party providers
- Demonstrated experience driving digital transformation and business growth through innovation and the implementation of technology
- Possesses solid knowledge in emerging technologies, and the ability to apply these in the service of Uniting's key business goals
- Able to confidently advise executive and leadership teams on broad-ranging ICT related issues

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Core selection criteria

- **Values alignment:** You have the ability to demonstrate and authentically promote Uniting's values.
- **Strategic thinking:** You work in a manner that shapes and supports the strategic direction and priorities of Uniting.
- **Achieves Results:** You are solutions-focused and able to demonstrate an ability to generate ideas. You have senior management experience in developing and delivering significant policy and project initiatives in a timely fashion and have achieved the desired outcomes.
- **Cultivates Productive Working Relationships:** You have experience in creating, leading and being a part of multi-disciplinary/skill teams. You know how to engage key stakeholders and clients for positive benefit.
- **Exemplifies Personal Drive and Integrity:** You demonstrate Uniting's values (in addition to drive, professionalism and integrity) in your everyday action and have strong demonstrated performance in previous roles.
- **Communicates with Influence:** You are expected to promote the role of ICT, and your place in its management, effectively, proactively and positively. You have demonstrated a commitment to previous organisations in which you have worked. You are able to manage upwards, outwards and with your colleagues.
- **Change Management:** You hold strong knowledge of contemporary change management models and demonstrated experience in leading successful change programs at scale.
- **Stakeholder Relationships:** You are expected to promote the role of the CFO division as well as ICT, and your place in its management, through strong negotiation and influencing skills to engage, build strong relationships and develop mutually beneficial alliances and partnerships with stakeholders, supported by a track record of being able to form relationships and establish credibility with the workforce.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: