



CHIEF INFORMATION OFFICER

INFORMATION PACK





## Acknowledgement of Country

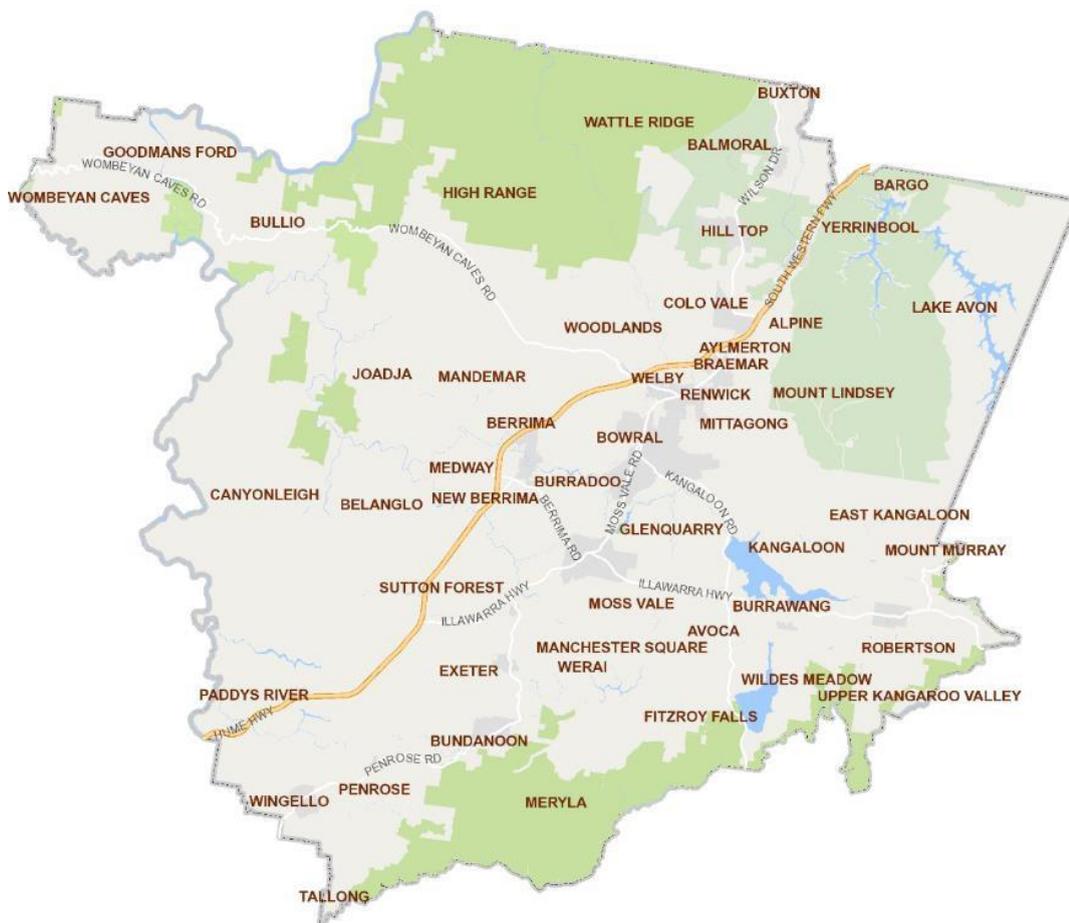
Wingecarribee Shire Council acknowledges the traditional Custodians of this land and we pay our respects to Elders both past and present. We would also like to acknowledge our young leaders who are the Elders of today, tomorrow and our future

## Background Information

Wingecarribee Shire is located 75 kilometres from the south-western fringe of Sydney and 110 kilometres from Sydney's central business district. The Shire has a total area of approximately 2,700 square kilometres, 56 per cent of which is north of the Wingecarribee River.

It is comparable in size to that of urban Sydney, averaging 55 kilometres from east to west and 45 kilometres from north to south, with its geographic centre north-west of Berrima and its demographic centre to the south-east of Bowral. Much of the Shire is located at or above 640 metres above sea level.

The Wollondilly and Wingecarribee Rivers flow through the west of the Shire, through deep sandstone valleys and much of this area forms part of the catchment for Warragamba Dam. The South of the Shire is bounded by Uringalla Creek and includes the villages of Bundanoon, Wingello and Penrose. This area is a sandstone plateau dissected by deep gorges.



This Shire is an important catchment area for water supply to Sydney, Wollongong and the Northern Shoalhaven.



The main towns are:

- Bowral
- Moss Vale
- Mittagong
- Bundanoon

As well, there are smaller villages including Hill Top, Yerrinbool, Colo Vale, Robertson, Berrima, New Berrima, Exeter, Burrawang, Penrose, Willow Vale, Alpine, Balaclava, Renwick, Wingello, Sutton Forest, Avoca, Fitzroy Falls and Balmoral Village.

The pattern of development is one of small towns and villages, separated by a semi-rural landscape. Eastern parts of the Shire, known as the 'Yarrawa Brush' by early settlers, are bounded by the Illawarra Escarpment and Morton National Park.

The north of the Shire is characterised by rugged Eucalypt bushland. This area forms part of the catchment for Sydney's water supply and three major storage dams (Avon, Nepean and Cordeaux).

The current Wingecarribee Shire Council came into being on 1 January 1981 following the amalgamation of Mittagong Shire Council, Bowral Municipal Council and the former Wingecarribee Shire Council. Moss Vale was chosen as headquarters, mainly because it had the most appropriate Civic building to house the larger council.

The name of Wingecarribee was retained principally because the Wingecarribee River was the one significant geographical feature common to all three areas.

Wingecarribee is said to mean "a flight of birds", or "waters to rest beside". The Oxley family spelt it Wingecarribbee and Macquarie recorded it in 1816 as Winge Karribee. The current spelling was adopted by Surveyor Mitchell in 1838.

Although Council has faced significant challenges over the last few years, a new General Manager, three new Directors, a commitment to strong ethical leadership and a focus on Council's customers and the community are driving significant change. Council is now seeking to appoint a Chief Information Officer (CIO) to lead, inspire and manage Council's Customer and Digital Experience services which includes ICT, Corporate Applications, Records, ePlanning and Customer Experience functions.

## **The Organisation**

We are resetting Wingecarribee Shire Council and have created a Road Map moving forward and have identified a back to basics approach to create a strong foundation:

- Rebuilding
- Reinvigorating
- Refocusing

Since the appointment of the General Manager in June 2021 and the Directors in October 2021 there has been a focus on engaging with Community and staff to listen to the opportunities and the challenges that face the Shire and the organisation. There is also a focus on the provision of customer service to our external and internal customers, this role will have a pivotal part rebuilding the organisation, increasing customer satisfaction and leading the organisation to become a more efficient and effective service provider to the community.

## **About the Role**

As Chief Information Officer, you will be leading a team of talented professionals to ensure Wingecarribee Shire Council's digital transformation continues whilst remaining responsive, compliant, and operating to a high standard.

This is a fantastic opportunity to in short, to continue to transform council's customer and digital services. You will be leading significant transformational change in terms of organisational capability whilst at the same time developing your own leadership skills.

### **Key Accountabilities**

The Chief Information Officer is responsible for the following:

- Monitor changes or advancements in technology to discover ways the Council can gain competitive advantage
- Implement a Customer First approach to both internal and external Customer Service.
- Developing and overseeing the Information Services budget
- Continue the delivery of Council Technology One CIA program
- Building IT capability and driving improvements in end user experience, cyber security, IT project delivery and technology ownership
- Contributing to broader Council leadership
- Developing IT policies, procedures, and best practices
- Articulating to Council and executives the benefits and risks of new customer and digital related projects

## **About You**

This is opportunity will suit someone who is keen on taking an active approach to customer and digital operations and continuation of the digital roadmap and transformation strategy. Key to your success will be the ability to build strong working relationships with other senior leaders whilst integrating customer and digital experience with the rest of the council, including alignment to overall council strategy.

With a proven background in local government, in addition to understanding and delivering great IT systems and customer experience, you will bring with you highly developed interpersonal skills and be well versed in responding to operational requirements whilst balancing the longer term strategic and operational objectives.

# Position Description

## Chief Information Officer



Branch	Information Services	Position Grade	20
Division	Corporate, Strategy and Development Services	Position Status	Permanent Full-time
Reports To	Director Corporate Strategy and Resourcing	Standard Hours Per Week	35
Direct Reports	8	Position Delegations	Yes
Indirect Reports	48 -50	Position Budget Responsibility	Yes
Position Number	1ISGM1	Award	Local Government (State) Award
Date PD Authorised	27/01/2021	Award Band	Exec Band 4

### The Opportunity

The Chief Information Officer provides vision and leadership for developing and implementing innovative IS initiatives and solutions to unlock Council's full potential to provide value to customers and ratepayers.

This position will be responsible for developing organisationally aligned IS strategies to enable the business to achieve strategic and operational goals and leads the organisation's IS capability to maximise returns on investment through measurable operational efficiency and effectiveness.

### Key Responsibilities

1. Develop Council's IS Strategy and tactical plans and business case justifications to guide future investment in Council's technology infrastructure. These should clearly underpin the delivery of Council's vision and plans.
2. Actively engage with the Executive Team and Branch Managers to ensure Council's investment in IS supports the evolving needs of the business.
3. Within the "Internet of Things", identify, evaluate and recommend opportunities for business-led innovation.
4. Develop and implement all IS policies and procedures, including those for architecture, security, disaster recovery, purchasing and service standards.
5. Maintain awareness of changing IS trends and regulations which have the potential to impact Council and take corrective action as required.

6. Be responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by Council Policies and Procedures and using the required system operations.
7. Ensure that staff utilises technology to provide swift, accurate, and secure methods to store and access to information in a highly efficient and effective manner.
8. Oversee provision of end-user services, including help desk and technical support services.
9. Lead staff in the development of a high performing team, dedicated to delivering results, on time and within budget with a “customer first” focus.
10. Develop plans for implementation of new projects, coordinating the process with project leaders and system operators.
11. Participate in Council’s annual review of its Delivery Program, including the preparation of a detailed Branch budget and annual Business Plan.
12. Continuously monitor performance of the Branch against its adopted budget and annual deliverables, raising any significant variations with the Deputy General Manager, Corporate Strategy and Development Services in a timely manner.

*Note: An employee may be directed to carry out such duties that are within the limits of the employee’s skills, competencies and training.*

#### **Essential Criteria**

1. Degree qualification in a relevant discipline and proven experience in a role similar to that of a CIO.
2. Demonstrated ability to shape strategic objectives, resulting in successful delivery of significant organisational change, utilising appropriate project management techniques, in a complex operating environment.
3. Proven exceptional business acumen applied to organisational challenges, resulting in innovative solutions to emerging business needs.
4. Exceptional interpersonal skills, demonstrated by an ability to effectively communicate at all levels in a wide variety of organisational, political, government and community scenarios, including the ability to handle sensitive issues appropriately.
5. Demonstrated skills in creating and nurturing a culture of achievement within the team and fostering high quality outcomes for customers.
6. Demonstrated ability to navigate and balance competing needs and expectations in a resource constrained environment.
7. Proven experience as a key influencer in shaping senior management and Executive decisions.
8. Demonstrated ability to translate statutory and regulatory requirements and changes to policies and procedures.
9. Experience in complex contract negotiations for procurement and ongoing support of organisational IS infrastructure.

## Desirable Criteria

- Previous experience with the Tech One suite of products and/or similar.
- Previous experience in Corporate Information Management as required under the State Records Act 1998
- 10 years' experience managing application development and support services
- 10 years' experience managing operations and support services (information systems, network and systems operations, server operations etc.).

## Physical Requirements

The position may have some or all of the following requirements:

- Keyboarding / Data Entry (repetitive)
- Climbing stairs (within building)
- Attending various work sites
- Sitting for lengthy periods (repetitive)
- Repetitive work – sitting, standing, driving

## Capabilities

Council has adopted the Local Government Capability Framework which describes the core knowledge, skills and abilities for a role, expressed as behaviours, and which set out the clear expectations about performance in Council: "how we do things around here". It builds on organisational values and creates a common sense of purpose for all employees.

Council's Capability Framework provides the platform for annual performance appraisal so that there is a common basis for learning, professional development and salary progression.

Below is the full list of capabilities and the expected level of competence required for this position. The ones in bold are the essential capabilities. The ones in italics are focus capabilities specific for this position. The ones where the level is blank are not core capabilities but may still be important. More detailed information is contained in your annual Personal Performance Plan.

## Essential and Focus Capabilities

The essential and focus capabilities for the position are those judged to be most important at the time of recruiting to the position. They are the ones that an employee is rated on as part of their annual Performance Assessment.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	Manage Self	Adept
	Display Resilience & Adaptability	Advanced
	<b>Act with Integrity</b>	<b>Advanced</b>
	<b>Demonstrate Accountability</b>	<b>Highly Advanced</b>
 <b>Relationships</b>	<b>Communicate and Engage</b>	<b>Highly Advanced</b>
	<b>Community and Customer Focus</b>	<b>Highly Advanced</b>
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Advanced
 <b>Results</b>	Plan and Prioritise	Advanced
	<b>Think and Solve Problems</b>	<b>Highly Advanced</b>
	Create and Innovate	Advanced
	<b>Deliver Results</b>	<b>Highly Advanced</b>
 <b>Resources</b>	Finance	Advanced
	<b>Assets and Tools</b>	<b>Advanced</b>
	Technology and Information	Advanced
	Procurement and Contracts	Adept
 <b>Workforce Leadership</b>	<b>Manage and Develop People</b>	<b>Highly Advanced</b>
	<b>Inspire Direction and Purpose</b>	<b>Advanced</b>
	<b>Optimise Workforce Contribution</b>	<b>Highly Advanced</b>
	<b>Lead and Manage Change</b>	<b>Advanced</b>



## Acknowledgement

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

*Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.*

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*Employee Name (Print)*

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*Witness Name (Print)*

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*Signature*

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