

POSITION DESCRIPTION



POSITION TITLE:	Manager Innovation and Technology
DEPARTMENT:	Corporate and Organisational Performance
POSITION HOLDER:	
REPORTS TO:	Director Corporate and Organisational Performance
TERM OF EMPLOYMENT:	Permanent Full-Time
APPROVED BY:	Director Corporate and Organisational Performance
DATE:	February 2026
CLASSIFICATION:	Band 8 in accordance with the Buloke Shire Council Enterprise Agreement

POSITION OBJECTIVE:

- Lead and manage the strategic direction of Council's Information Technology service while exploring innovative improvements to the capability and performance of Council's information and data functions that enhance business performance and customer and community outcomes.
- Manage Council's information technology operations, asset management, project management and operational contracts to ensure ongoing connectivity, stability and security of Council's information technology environment and its users.

KEY RESPONSIBILITIES AND DUTIES:

Strategic Information Technology

- Develop, implement, and lead strategic, operational and implementation plans for the strengthening of Council's technology and information management systems.
- Prepare forecasting, whole-of-life costing, business cases and sensitivity analysis for major ICT projects and service proposals as they relate to the responsibilities of the position, for the consideration of the Executive Management Team.
- Collaboratively develop and review organisational strategies and action plans as they pertain to innovation and technology.
- Manage, report on and review activities related to Buloke Shire Council's Business Transformation Strategy.

Innovative Technology and Systems

- Consult across the organisation to determine business, operational and technical requirements creating detailed documentation including workflow, program functions and steps required to develop or modify ICT processes and systems.
- Identify opportunities for application of contemporary business systems that place the customer at the centre of Council services and deliver a more seamless, convenient, and empowering experience.
- Document requirements and/or specifications and assist with the evaluation process for new systems where a need is identified.

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- Drive continuous improvement and business automation of financial and business systems, processes, procedures, reporting and the end user experience.
- Lead Council's involvement in relevant projects under the Rural Councils Transformation Program.

ICT Project and Risk Management:

- Identify risks related to Council's information and technology management systems, practices and policy and propose appropriate mitigation and management solutions to the Director Corporate and Organisational Performance, and the Executive Management Team.
- Define and drive adoption and use of standards associated with data governance, cyber security, architecture, and communication and change while utilising a solid understanding of state and federal government policy and compliance frameworks and legislation related to public sector data and information management.
- Manage and ensure ICT projects are delivered within resource, timing and budget constraints using structured project management processes including project plan development, execution, and contingency; identification of risks, issues and constraints; and solid change management.
- Complete post-implementation testing and evaluation on completed projects and ensure projects are delivered and commissioned in accordance with plans, specifications, and Council procedures.
- Develop and implement strategies to improve data security, management and integrity across Council's corporate systems and network environment.
- Develop, implement, and monitor appropriate risk managed processes to ensure continuity, stability and reliability of Council's core systems, including a regular hardware and software refresh program.
- Ensure all ICT systems and operations are compliant with licensing requirements, vendor specification and legislated data protection requirements.
- Manage all ICT procurement activities to meet all legislative and compliance requirements and to deliver efficient and effective outcomes for Council.

General

- Responsibly manage and proactively plan all ICT operational activities including the effective management, performance, and improvement of core ICT functions, and coordinating and prioritising the use of organisational resources.
- Maintain a high level of awareness and education around sector and market innovation and trends.
- Ensure Council has documented a comprehensive suite of policies, procedures and processes related to functions of the Department.
- Ensure appropriate licensing, system security, patching and system documentation of Council's core systems in place.
- Ensure the provision of user manuals and training documentation and deliver regular training sessions to support staff engagement and effective utilisation of systems.
- Prepare Council and other reports for Director Corporate and Organisational Performance as required.
- Lead, coach and manage staff in a way that fosters a collaborative culture and supports learning and innovation.
- Ensure staff within the Innovation and Technology Department have the required skills and opportunities for career development by actively managing the attraction, retention, and development of talent.
- Create and maintain a culture that supports high levels of staff engagement, performance, and the provision of high-quality customer service.

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ORGANISATIONAL ENVIRONMENT:

Reports to: Director Corporate and Organisational Performance
Directly Supervises: System Analyst, IT Helpdesk Assistant
Internal Liaisons: Councillors, CEO, Executive Management Team, Management Team, Council Staff
External Liaisons: Contractors, Government Departments and Agencies, Other Municipalities, Suppliers, Auditors, Vendors

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible for the effective and efficient management of resources, staff and the development of policy related to the position portfolio.
- Extensive freedom to act in relation to development of policy options and strategic plans and other actions in line with the position and within delegation. Key consideration to be given to Council's strategic goals, budgets and legislation. Information and action taken by the incumbent will have a substantial impact upon Council and the community.

JUDGEMENT AND DECISION MAKING:

- Ability to conceptualise and analyse a range of complex and sometimes conflicting priorities and make decisions on where best to invest effort and expenditure.
- Ability to assess and advise the Director Corporate and Organisational Performance, Chief Executive Officer and Executive Management Team on matters relating to the delivery of Strategic ICT initiatives in order to achieve Council's long-term objectives.
- New procedures and guidelines are developed that will assist in improving the effectiveness and efficiency of the services provided as well as other business process improvement opportunities.
- Able to use creativity and originality in the completion of the work.

SPECIALIST SKILLS AND KNOWLEDGE:

- Proficiency in application of theoretical approaches in search of solutions to new problems and opportunities, including those outside of the incumbent's field of expertise.
- A strong understanding of the strategic and immediate goals of Council and the organisation.
- Experience with the principles and practices of public sector budgeting, financial management and procurement.

MANAGEMENT SKILLS:

- Ability to lead and motivate a high-achieving, dynamic multi-disciplinary team.
- Well-developed skills in managing time and setting priorities and planning and organising one's own work and the work of others.
- Ability to plan and coordinate the work associated with the Department in order to meet agreed service and performance objectives.

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INTERPERSONAL SKILLS:

- Highly skilled in persuading, convincing and negotiating with key internal and external stakeholders in the pursuit and achievement of objectives of the position.
- Ability to work with executive management and key users to define service level requirements and manage to those requirements.
- Demonstrated capacity to lead, motivate and develop staff within Innovation and Technology Department as well as other staff within organisation.
- Highly developed verbal and written skills.

QUALIFICATIONS AND EXPERIENCE:

- Tertiary qualification in a relevant discipline that allows the effective discharge of all the requirements of the position and/or at least four years' experience in a senior role within a related field that allows for the effective discharge of all the requirements of the position.

ORGANISATIONAL RESPONSIBILITIES:

- At all times, behave in a manner consistent with Council's Code of Conduct and human resource policies and guidelines (including Council's Bullying/Equal Opportunity/Discrimination/Sexual Harassment policy).
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and Return to Work policies, procedures, training programs and initiatives
- Ensure compliance to relevant regulatory or legislative requirements; including but not limited to Information Privacy and Freedom of Information.

CHILD SAFE STANDARDS:

- The Buloke Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.
- All staff must adhere to Council's Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

VARIATIONS TO CONDITIONS OF EMPLOYMENT:

The position description, which includes conditions of employment, your duties and your working location may be varied by Council from time to time during your employment.

ANNUAL PERFORMANCE REVIEW:

Every staff member is required to actively participate in the annual performance review/appraisal process with their supervisor.

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KEY SELECTION CRITERIA:

- Exceptional people leader with proven experience in leading teams and growing a constructive workplace culture.
- Demonstrated risk management and project management skills with the ability to develop, coordinate and manage tenders and contracted works including contractors and project staff, and the flexibility to apply these skills to strategic ICT planning processes and practices.
- Excellent understanding of data flows and the principles of organisational information management, combined with solid ability to gather, collate, analyse and interpret data in order to provide guidance and recommendations relevant to various audiences and key stakeholders.
- Adept at policy and standards development combined with demonstrated skills in process analysis and review, and application of these skills to clearly document user requirements.
- Diligent awareness of sector issues with ability to identify problems, research and formulate business solutions, and apply principles of effective collaboration and change management.
- Established capability in stakeholder engagement and influence, as well as experience in the development of proactive ICT training plans and their effective delivery.
- A current Victorian Driver Licence, or other Australian state/territory equivalent, is essential.
- Satisfactory National Police Records check.

VERIFICATION:

This section verifies that the position holder and supervisor/s have read the above position description and are satisfied that it accurately describes the position.

Agreed by:
Daniel McLoughlan
Chief Executive Officer
Date

Agreed by:
Jenna Allan
Director Corporate and Organisational Performance
Date

Agreed by:
Vacant
Manager Innovation and Technology
Date