

## POSITION DESCRIPTION

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Position Title	General Manager IT & Digital
Division	Information Technology and Digital
Award Classification	Executive
Manager	Managing Director
Date Last Updated	September 2021

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### 1. COMPANY OVERVIEW

Central Highlands Water (CHW) is a non-metropolitan Water Corporation based in Ballarat and delivers essential and sustainable water and wastewater services for a rapidly changing and growing regional population of approximately 155,000.

CHW provides fully integrated water services, in a true 'catchment-to-tap-to-catchment' approach. This involves the collection and storage of water, filtration and disinfection, delivery of water, and collection and treatment of wastewater including the beneficial use of recycled water.

### 2. PRIMARY ROLE OF POSITION

CHW is undertaking a period of transformational change regarding our technology and digital platforms to meet the needs of our customers. This new senior executive position is designed to drive these changes in partnership with the executive management team across the organisation. The primary purpose of the role is to provide strategic direction and leadership both within the Technology and Digital Division and across the Organisation in the pursuit of achieving strategic objectives and targets. Alignment with CHW's vision, mission and values will be critical in demonstrating leadership and inspiring our people to achieve.

### 3. ORGANISATIONAL RELATIONSHIPS

This position reports to the Managing Director and manages the following functions:

- Information & information technology
- Digital
- Digital / Technology Project Management Office (to be developed)
- Digital Metering Transformation Project
- SCADA

Internal liaisons –

- Managing Director
- Board and Committees e.g. Audit & Risk, Customer & Community
- Executive Management Team
- Senior Management Team
- General Staff

External liaisons –

- State and Federal Government Departments
- Regulatory bodies
- External Stakeholders – Industry Leaders, 3<sup>rd</sup> party service providers, IT consultants etc.
- Industry Groups – WSAA, IWA, AWA, IWN
- Water Corporations (including Special Interest Groups)
- CHW Customers and Community

#### **4. POSITION AUTHORITY**

The authority of the General Manager IT and Digital is limited by delegations of authority from the Board and or the Managing Director contained in Policies and other delegations.

Whilst complying with all legal requirements, statutory or otherwise pertaining to the position:

- (a) Acknowledge ultimate accountability for the role to the Managing Director.
- (b) Act as General Manager IT and Digital under the terms and conditions as determined by the Managing Director.

#### **5. KEY ACCOUNTABILITIES**

The General Manager IT & Digital is responsible for:

- Transformational change - evolving CHW's core IT/Digital capabilities and service delivery model to lead the business through digital transformation.;
- Building and driving business, IT and digital capabilities through the development of strategy, governance, solution delivery, system improvement, process improvement and innovation to support the delivery of CHW's internal and customer facing strategies;
- Participating as a member of the Executive Management Team in the overall management of the Corporation, attending Board/Committee meetings as required by the Managing Director and providing specialist advice and support to the Managing Director, Executive Management Team and Board.
- Leading the Information Technology Division to ensure its KPIs and projects are achieved.
- Establishing and maintaining effective, professional relationships within the Industry and ensuring CHW stays abreast of future information, technology, digital and industry trends.
- Adopting a pro-active risk (and opportunity) management approach to all the Corporation's activities under the incumbent's responsibility and ensure that risks are identified, quantified and controlled, with a particular focus on cyber and information security.

#### **Strategic**

- Provides guidance and leadership to the business on IT strategy, IT trends and delivery
- Governs, leads and manages IT initiatives, systems, processes including IT operational reporting
- Optimises core IT operations by enhancing the alignment between business processes and IT
- Leads, develops and motivates the IT department ensuring alignment with CHW's purpose and strategic goals
- Leads foundational and infrastructure change initiatives and business architecture to link IT, Digital and strategy implementation via the IT Strategic Roadmap

- Leads the identification and analysis of business drivers to develop solid enterprise and solution architecture that meet enterprise requirements
- Leverages external networks to ensure CHW maintains pace with industry leaders regarding technology & digital experiences

### **Digital Transformation**

- Set and implement the digital strategy working in collaboration across the business focusing on customer and employee experience
- Lead the adoption of digital technologies to enable the business vision
- Champion the use of digital technologies and practices to engender a digital mindset
- Manage successful implementation of digital metering transformation project
- Proficient in establishing frameworks/architecture/systems to create solutions related to machine learning, industry 4.0, IOT etc.

### **IT Operations & Risk Management**

- In partnership with the Executive Team, ensures that CHW is optimally structured, operates efficiently and meets legislative, regulatory and financial obligations to deliver on the organisational strategy, fulfil employee experience expectations and optimise customer experiences
- Oversee IT operations to ensure the delivery of CHW computer systems, technology and networks ensuring:
  - Best practice configuration and change management processes are applied
  - Effective Disaster Recovery operations and testing regimes
  - Continual performance monitoring and maintenance of infrastructure is conducted
  - Capacity planning is regularly undertaken
  - Best practice service desk delivery / business partnering is strived for
  - All IT system failures or outages (including critical outages) are managed and coordinated effectively
  - IT operations 'change control' process is aligned to ITIL processes
  - Continual monitoring of security of IT systems and processes e.g. Cyber security etc.
  - IT operational policies and procedures are developed and maintained
- Leads the implementation of agreed change initiatives, solutions and projects for key systems, processes and technologies along with project delivery and operational risk management
- Develops the framework for CHW's IT architecture, infrastructure and platforms which delivers service excellence to our customers at an efficient total cost of ownership.
- Ongoing development, implementation and review of integrated business information systems to meet the needs of the business. This includes both IT and OT environments.
- Ensures integrity, continuity and security of all business systems including the management of Cyber risks.
- Leads the business to adapt and capitalise on emerging technologies that maximise business outcomes performance e.g. Cloud migration.

- Embeds best practice governance, risk and compliance culture, which ensures that CHW and its employees operate within legislative, regulatory and ethical standards in line with the CHW's risk appetite

### **Leadership & Culture**

- Leads the function, employees and shapes the culture by demonstrating CHW's values, ensuring the employee experience represents those values, and informs and engages with employees.
- Embed a culture of innovation, accountability and service orientation across the IT division.
- Engages with the CHW Board on progress against cultural and organisational change objectives.
- Leads, develops and motivates direct reports to implement CHW's strategic direction, including clear direction, goals, targets and clear feedback for individual team members
- Leads recruitment, induction and performance appraisals for employees including delivering ongoing coaching and feedback and implementation of individual development plans.
- Supports Information Technology team in identifying and addressing performance gaps, career aspirations and strategies for retention of key talent.
- Addresses any performance issues as appropriate in conjunction with People, Culture & Safety Team.

### **General**

- Executive lead on Audit & Risk Committee items and Customer and Community Committee items related to information technology and digital service delivery papers and actions.
- The incumbent will be the Executive Sponsor responsible for the ICT Steering Committee.
- Any other duties as directed by the Managing Director.

## **6. KEY SELECTION CRITERIA**

### **6.1. Qualifications / Experience**

- Tertiary qualifications in Information Technology, Business or other relevant discipline.

### **Essential**

- Extensive experience in IT/Digital strategy development and implementation
- Strong leadership and communication capabilities demonstrated through previous leadership of high performing information technology departments
- Significant experience leading, managing or contributing to the success of complex change or transformation initiatives
- Exceptional influencing and strategic leadership skills with the ability to communicate with multiple stakeholders at a variety of levels and technical understanding
- Demonstrated experience working at an executive management level, presenting and reporting to Board and Committees

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*General Manager IT & Digital*

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- Demonstrated experience providing quality advice to the business regarding technological alternatives and systems design to improve operational activities and customer centric outcomes
- Demonstrated capacity to assess potential business risks and make decisions in a timely and effective manner
- Creative thinking and innovation capability demonstrated through previous success in developing creative solution-based approaches to business needs

**Preferred**

- Post-graduate qualification in an Information Technology or business discipline.
- Experience within a utilities sector with a strong customer orientation
- Project Management certification / experience.
- Change Management certification / experience.
- Information Technology Infrastructure Library (ITIL) certification.

**6.2. Pre-Employment Checks**

All candidates who have been short listed after interview are required to undertake the following checks and testing:

- Reference Checks
- National Police Check
- Qualifications Validation Check
- Identity Check
- Psychometric Testing

**7. CRITICAL CAPABILITIES**

The following capabilities are considered critical for the success of this role.

**7.1. Knowledge & Skills**

**1. Risk Management - Skilled**

Ensure the Corporation's Risk Management policy, programs and the application of sound risk management practices are observed and complied with at all times.

**2. Service Excellence - Expert**

Seeks to provide continuous improvement and strives for performance.

**3. Change Management – Expert**

Ability to identify a need for change and respond to and manage change positively

**4. Leadership - Expert**

Ability to influence and motivate others to accomplish an objective and direct them in a way that makes a team/organisation more cohesive and coherent.

**5. Organisational Awareness – Skilled**

Aware of the structure, drivers, policies/procedures and direction of the business.

**6. Resource Management – Skilled**

Ability to manage financial, physical and human resource requirements.

**7. Strategic Planning - Expert**

Ability to look beyond business as usual, forecast future requirements and develop action plans to achieve longer team goals.

**8. Environment Scanning - Skilled**

Ability to research, gather and analyse timely information from a variety of sources.

**9. Stakeholder Management - Skilled**

Ability to build and maintain stakeholder and customer relationships.

**7.2. Personal Qualities**

- Integrity and Professionalism
- Teamwork
- Leadership
- Care
- Customer Focus
- Decisiveness
- Detail Focus
- Empathy & Cultural Awareness
- Drive and Commitment
- Efficiency and Delivery
- Initiative and Accountability
- Resilience
- Self-confidence

**8. CONTINUING EDUCATION AND DEVELOPMENT**

The incumbent will be supported in keeping abreast of current industry best practice and is expected to take active personal interest in staying informed of professional practices, standards and latest trends. The Corporation encourages continuous development and conducts annual Performance Reviews, through which development needs, may be identified.