Role Description
Tech Enablement and Governance Manager

Cluster	Premier and Cabinet
Agency	Department of Parliamentary Services
Division/Branch/Unit	IT Services
Role number	TBA
Classification/Grade/Band	Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	20 October 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education Branch and the Parliamentary Catering Branch.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services and Governance Branch; People, Property and Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and

the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Tech Enablement and Governance manager is responsible for governance, performance and vendor management as it relates to all areas of the IT department. The position holder leads the team responsible for the management of vendor relationships, strategy and planning, IT performance, governance, asset management, compliance, financials and administration.

Key accountabilities

- Lead, supervise, direct and provide regular feedback to all members of the Tech Enablement and Governance team.
- Manage, and participate hands-on in, all aspects of the day-to-day operation the departments tech enablement and governance functions.
- In co-operation with the Senior Manager IT Services, track and advise on the departments financial position and determine areas of potential improvement.
- Foster relationships with vendors and suppliers and provide insight on performance and areas of potential improvement.
- Co-ordination, maintenance and governance of IT standards, policies and procedures. Monitor and report on compliance to IT standards, policies and procedures.
- Monitor IT performance and the delivery of services to ensure IT achieves agreed and expected performance.
- Work with IT teams and service delivery partners to identify technology drivers and opportunities for innovation.
- Identify, measure and track key performance indicators that best reflect the performance of IT resources. Periodically review indicators to ensure tracking is in line with Parliaments evolving needs.
- Develop strategic communications streams that enhance the departments profile and effectively deliver messaging to IT customers.

Key challenges

- Monitoring vendor performance while maintaining strong relationships.
- Maintaining an awareness of emerging products and services and identifying areas to improve Parliaments efficiency.
- Establishing messaging strategies to engage with IT Services customers.
- Maintain awareness of tech enablement and governance best practices.
- Maintaining an awareness of the business requirements of Parliament and it's members and identifying opportunities to improve services

Key relationships

Who	Why
Internal	
Manager	• Report to, receive advice and guidance, clarify instructions and report on progress against work plans as required. Provide support to achieve operational priorities, exchange information and contribute to decision-making. Escalate discuss issues and propose solutions
Division/Branch Leadership Team / Parliamentary Members	• Collaborate and build effective relationships to ensure the optimisation of project milestones Respond to requests for information or assistance and escalate sensitive issues
External	
Vendors and suppliers	• Communicate needs, facilitate business transactions and resolve issues Manage relationships, measure performance and negotiate with Parliament's suppliers of ICT products, consulting and managed services.

Role dimensions

Decision making

The Tech Enablement and Governance Manager will have autonomy over decisions under their direct control. It would refer to the Senior Manager, IT Services or the Executive Director for decisions that require significant change or are likely to require approval from a higher level of management.

Reporting line

Senior Manager, IT Services

Direct reports

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Budget/Expenditure

TBD

Key knowledge and experience

- Strong demonstrated ability in leading, managing and motivating a team of professionals to foster a positive and collaborative team culture.
- Demonstrated skills and experience in change management including planning, prioritising workloads to achieve deadlines, and delivering change in established work environments.
- Excellent communication skills i.e. influencing and negotiating with a wide range of stakeholders and the ability to develop work procedures, discussion papers and information sheets.
- Well-developed oral and interpersonal communication skills with a proven capability to deliver excellent customer service, user support and guidance.
- Demonstrated experience working in an ITIL work environment.
- Knowledge of the parliamentary environment and the operations of government is desirable.

Essential requirements

- Tertiary qualification in a relevant discipline.
- At least 2 years professional experience in delivering relevant services within a similar environment

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	Advanced
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers	Adept

		• Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders	Advanced
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
Business Enablers	**Procurement and Contract Management** Understand and apply procurement processes to ensure effective purchasing and contract performance	• Ensure that employees and contractors apply government and organisational procurement and contract management policies • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Promote effective risk management in procurement • Implement effective governance arrangements to monitor provider, supplier and contractor	Advanced

| | performance against contracted deliverables and outcomes |
| | • Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors |

	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	• Support teams in developing new ways of working and generating innovative ideas to approach challenges	Adept
		• Actively promote change processes to staff and participate in communicating change initiatives across the organisation	
		• Provide guidance, coaching and direction to others who are managing uncertainty and change	
		• Engage staff in change processes and provide clear guidance, coaching and support	
		• Identify cultural barriers to change and implement strategies to address these	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept

Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept