

Role Description

Senior Manager, IT Services



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services/IT Services
Role number	50001428
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	May 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 Unit.

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 & Governance Branch; People, Property & 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

Leads, manages, budgets and plans for the Parliament's IT Services section which consists of four teams: Service Desk, Infrastructure Security, Business Process Governance, and Administration.

Key accountabilities

- Lead and manage the staff and resources of the IT Services section to ensure the provision of timely, effective services to members of parliament, their staff and parliamentary staff.
- Work with the Executive Director Corporate Services and Director Digital Transformation to develop strategies, priorities and policies to ensure effective delivery of technology-related infrastructure and services in compliance with relevant standards.
- Foster and promote the Department of Parliamentary Services (DPS) values of integrity, collaboration, service, excellence and innovation within IT Services and beyond.
- Manage performance and expectations of IT Services staff and provide ongoing guidance, support, coaching and training to build staff capability and a positive team culture, and ensure the team is responsive to changing demands.
- Prepare for, guard against, and respond quickly and effectively to cyber-security threats, vulnerabilities and incidents, in collaboration with the Security and Infrastructure team.
- Provide specialist advice on technology-related matters to senior management.
- Develop business cases, budgets and plans to meet the Parliament's needs and priorities for technology infrastructure, business systems and support.
- Ensure the effective maintenance, operation and orderly replacement of Parliament's technology infrastructure and business systems.
- Manage technology-related projects to ensure their successful implementation in accordance with agreed plans and the DPS project management methodology.
- Manage the ongoing development and implementation of operational procedures which support Parliamentary policies and other standards.
- Manage the procurement and provision of technology-related services for the Parliament via third parties (including any outsourcing or cloud services) such that all relevant procurement requirements and standards are addressed, suitable contracts are established, and value for money is obtained for those services.
- Build co-operative and consultative relationships with the CIO, DPS management and other key stakeholders in relation to technology and related services.
- Maintain regular professional contact with technology professionals in other parliaments and across the public sector in order to share information and discuss current issues, best practice and developments in technology and its management.

Key challenges

- Maintaining awareness and understanding of the changing business needs of Parliament and its members, and of opportunities presented by cloud, digital and other emerging technologies, services and practices.
- Maintaining a strong and up to date understanding of cyber-security threats and vulnerabilities, and preparing and responding appropriately.

- Building and maintaining a positive and productive team culture within IT Services in line with DPS values.
- Engaging with clients across departmental and political boundaries to promote the effective parliament-wide use of technology and related policies and procedures.
Maintaining liaison with stakeholders, client groups and peers in the technology industry and the public sector, to ensure service delivery which is effective and represents value.
- Translating highly technical and technically based concepts into the business context and obtaining support and understanding from stakeholders, senior management, clients and staff.
- Balancing competing demands to deliver technology and information in an efficient, standardised manner with the need to accommodate members' often unique needs for information and technology in a flexible manner.

Key relationships

Who	Why
Internal	
Presiding Officers / House Department Clerks and Executives	<ul style="list-style-type: none"> • Develop strategic relationships and provide expert advice to influence decisions, support initiatives and promote effective communications and collaboration across Parliament
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship 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
Senior Executive and counterparts	<ul style="list-style-type: none"> • Provide strategic and tactical advice to respond and deliver against emerging business priorities and wider Parliamentary initiatives • Collaborate and build effective relationships to ensure the optimisation of project milestones • Respond to requests for information or assistance and escalate sensitive issues
Work Team/Direct and Indirect Reports	<ul style="list-style-type: none"> • Provide guidance and professional support, exchange information • Determine work priorities and oversee progress to facilitate their ongoing professional development • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality • Provide an escalation point for issues or complex decision-making
External	
Stakeholders/Other Agencies/bodies	<ul style="list-style-type: none"> • Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Communicate needs, facilitate business transactions and resolve issues • Negotiate and approve contracts and service agreements and variations • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes strategic operational priorities in consultation with the Manager. The role is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

Reporting line

The role accounts and reports to the Executive Director, Corporate Services and also has a Strategic reporting relationship with the Director, Digital Transformation.

Direct reports

The number of direct reports to the role: 7

- Infrastructure Security Manager
- Senior Systems Analyst
- Service Desk Manager
- Governance Coordinator
- Asset Admin Support Officer
- Web Systems Administrator
- Project Coordinator

Budget/Expenditure

As per the approved DPS Financial Delegations

Key knowledge and experience

- Extensive experience in leading, managing and motivating a team of information technology professionals, preferably in a public sector context.
- Extensive knowledge of current technology and developing trends, including the changing cyber-security landscape, and a demonstrated ability to apply that knowledge to deliver business improvements.
- Demonstrated skills and experience in project and change management, including planning, prioritising workloads to achieve deadlines, and delivering change in established work practices.
- Preferably some knowledge of the parliamentary environment and the operations of government.

Essential requirements

- Appropriate tertiary qualifications in technology and/or information management, or demonstrated equivalent professional experience

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	<ul style="list-style-type: none"> 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	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government 	Advanced

		<ul style="list-style-type: none"> Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions Network extensively across government and organisations to increase collaboration Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and business goals Exercise due diligence to ensure work health and safety risks are addressed Oversee quality assurance practices Model the highest standards of financial probity, demonstrating respect for public monies and other resources Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning 	Advanced
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Support research and expert advice on the application of emerging technologies to achieve organisational outcomes Ensure that effective governance frameworks are in place to efficiently and effectively apply technology within the organisation Establish effective governance to ensure organisational compliance with cyber security and acceptable use of technology policies Critically assess business cases supporting the introduction of technology to improve the organisation's efficiency and effectiveness 	Highly Advanced






		<ul style="list-style-type: none"> • Ensure that effective policy and procedures are in place for records, information and knowledge management to meet government and organisational requirements 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	Advanced
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	Advanced

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	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
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept