Role Description
Director, Information Management

Cluster	Department of Regional NSW
Agency	Regional NSW
Division/Branch/Unit	Mining Exploration and Geoscience/Assessments and Systems
Classification/Grade/Band	Senior Executive Band 1
Senior executive work level standards	Work Contribution Stream: Professional/Specialist
ANZSCO Code	135199
PCAT Code	1119192
Date of Approval	17 June 2021
Agency Website	http://www.regional.nsw.gov.au/

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Mining, Exploration and Geoscience sets strategic policy for the state's mineral and energy resources, gathers, analyses and disseminates geoscientific information, and assesses and determines applications for mineral and petroleum titles for exploration activities and extractive uses. Through its Resources Regulator Branch the Group ensures the safe and sustainable functioning of the industry in NSW.

Mining, Exploration and Geoscience is committed to delivering strong and quality outcomes, with the vision of our minerals and petroleum resources generating prosperity for the people of NSW.

Primary purpose of the role

The Director, Information Management leads and manages the delivery of effective information, data and knowledge management systems across the Group, including business applications interface, interoperability, and enhanced user experiences and is responsible for delivery of an integrated and effective basis for data, information and knowledge sharing across to define current and future needs and to identify and prioritise projects which will deliver value adding outcomes for the group.

The role will work closely with Director ICT within the Regional NSW Corporate Group to ensure alignment and compatibility between Group and Cluster information management policies and requirements; with external providers engaged in delivery of business applications or enhancements; and with users across MEG. Business.

Key accountabilities

- Drive the implementation and delivery of new systems, technologies and services to deliver accessible, innovative and flexible technology and systems solutions that achieve business requirements.
- Plan, develop and lead the delivery of a portfolio of information management projects for MEG, ensuring optimum interoperability and interface between core business applications, replacement and/or integration of legacy systems, increased digitization or establishment of clear corporate consistencies and policies related to data and knowledge management.
- Identify and define emerging systems, technology or data management requirements in collaboration with directors, managers and clients across the organisation, and through engagement with third party stakeholders.
- Working with Business and Industry Stakeholders to deliver solutions that meet the needs/requirements of our internal and external customers.
- Apply effective project management practices to manage interdependencies and coordination across the Group to ensure that information relating to project deliverables, risks and issues are effectively communicated to the Executive Director, Assessments and Systems, and the Executive Leadership Team.
- Develop and implement appropriate benefits realisation measures, completing and evaluating post project reviews to ensure that projects meet business requirements and target outcomes.
- Manage the procurement services contracts associated with all projects to ensure they are conducted in accordance with the highest standards of probity, transparency and fairness and that processes are compliant and delivery is in line with service level agreements.
- Manage the business relationship between the MEG information Management function and its suppliers by acting as a central liaison point for all systems and application related engagements across the Group.
- Proactively identify opportunities for achievement of improved or increased capability for MEG, through application of technology, digitization, and improved data and knowledge management practices.

Key challenges

- Facilitate collaboration with teams to ensure the effective integration of systems and technology, managing client expectations and deliver program outcomes to agreed targets and timeframes.
- Effectively manage project investments to identify cost effective and targeted outcomes, interdependencies and balance competing demands to ensure objectives are achieved;
- Identify and implement solutions to complex technology or data management issues based on well considered and balanced assessment of the facts and consequences.

Key relationships

Who	Why
Internal	
Executive Director, Assessments and Systems	- Executive Director, Assessments and Systems
MEG Leadership team	- Report on and facilitate understanding of project requirements, delivery expectations, support for new initiatives, and support in customer management - Provide expert strategic and technical advice for business improvement

Who	Why
Deputy Secretary, Mining Exploration and Geoscience	• Provide advice related to opportunities for innovation • Present business cases for investment in system developments or enhancements
Director ICT, Regional NSW Corporate	• Liaison to ensure consistency and alignment with Cluster goals and standards
External	
Vendors/Service Providers and Consultants	• Negotiate and approve contracts or service level agreements with external providers and monitor service outcomes
Other Clusters and Agencies (ICT and Information Management Leads)	• Identify opportunities for best practice knowledge sharing • Support currency of knowledge and understanding

Role dimensions

Decision making

- Has autonomy to drive the delivery of programs and projects, and make day to day decisions.
- Human, financial and physical resources under the control of the Director can be re-allocated without referral.
- Plans, leads and organises the work of teams and manages resources through appropriate procurement processes.
- Refers to the Executive Director, Assessments and Systems, those decisions that require a higher delegation or approval

Reporting line

Executive Director, Assessments and Systems

Direct reports

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Budget/Expenditure

Tba

Key knowledge and experience

- Extensive experience in an Information Technology environment with a proven record of achievement in the management and delivery of high profile and business critical major initiatives.
- Extensive experience in ICT program and project management methodologies, including operating Agile developments.
- Vendor management experience, including demonstrated ability to negotiate with suppliers in the procurement of services and products.
- Experience in applications development and coding

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- Experience developing Strategic ICT Business Plans and Business Cases to deliver effective change for the business
- Experience in developing a team culture of customer focused outcomes and delivering transformation to enhance customer experience.
- Experience in identification and application of new technologies to drive competitive advantage.
- Substantial exposure to data processing, industry standard enterprise software applications, cloud-based technologies and integrating systems.
- Developed understanding of current and emerging technologies and how other enterprises are employing them to drive digital business and how they may be applied to the enterprise to drive digital business

Essential requirements

- Tertiary qualifications in information technology, information management, programming, computer science or equivalent experience;
- Experience leading an IT/business team with a proven track record of successfully delivering IT business plans across multiple jurisdictions.
- Extensive experience in leading complex IT projects and project teams across multiple platforms;

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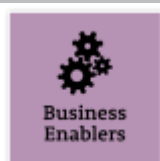
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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	Advanced

		• Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	
 Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations • Anticipate and address key areas of interest for the audience and adapt style under pressure	Highly Advanced
	Work Collaboratively Collaborate with others and value their contribution	• 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 • 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	Advanced
 Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
	Plan and Prioritise	• Understand the links between the business unit, organisation and the whole-of-government agenda	Advanced

	Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Ensure business plan goals are clear and appropriate and include contingency provisions • Monitor the progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately • Consider the implications of a wide range of complex issues and shift business priorities when necessary • Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• 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 • Ensure that effective policy and procedures are in place for records, information and knowledge management to meet government and organisational requirements	Highly Advanced
	Project Management Understand and apply effective planning, coordination and control methods	• 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

	Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	• Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders	Adept
		• Translate broad organisational strategy and goals into tangible team goals and explain the links for the team	
		• Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders	
		• Work to remove barriers to achieving goals	

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	Advanced
	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	Advanced
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	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

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