Role Description
IT Manager

Cluster / Agency	Stronger Communities / Crown Solicitor's Office
Division/Branch/Unit	Practice Group / Information Technology
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	135199
PCAT Code	1226092
Date of Approval	14 July 2021
Agency Website	www.cso.nsw.gov.au

Overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO provides core legal services to the NSW Government on a cost recovery basis and competes with the private sector for general legal work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the Government Sector Employment Act 2013. The CSO's business initiatives are linked to the Department's and Government's goals and directions in terms of the delivery of quality client services and responsiveness to the needs of the NSW Government and its agencies.

The CSO's vision is to be:

- the legal service provider of choice for NSW Government Agencies.

- the legal services employer of choice.

The CSO provides quality legal services to the NSW government and its agencies.

Legal services are provided to the clients of the Crown Solicitor through specialist Legal Practice Groups. The Crown Solicitor heads a Legal Practice Group focusing on Government Law issues. Other Legal Practice Groups are organised into four Legal Divisions, and each Division is headed by an Assistant Crown Solicitor. Each Legal Practice Group is headed by an executive lawyer at Director level.

The Corporate Services Division comprises: Finance and Support Services; People & Culture; Information Management & Technology; Information Services, Marketing & Communications and Legal Support. The Division drives practice consistency and excellence in corporate service delivery. With a strong client focus, it delivers critical corporate functions to support the delivery of excellent legal services.

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Primary purpose of the role

The IT Manager leads and manages the day-to-day support of CSO IT systems in the context where the CSO is operating as a client of shared IT infrastructure services provided by the Department of Communities and Justice. The IT project manager is also responsible for the delivery of CSO IT infrastructure related projects and works closely with the Manager Enterprise Business Systems and Manager Information Services to support the delivery of projects related to enterprise IT business systems.

Key accountabilities

- Manages the day-to-day business support of CSO IT systems, ensuring that service providers are meeting service obligations.

- Lead the development and delivery of a portfolio of projects, identifying interdependencies and leveraging resources to maximise efficiencies and achieve required organisation outcomes.

- Lead and manage team/s, including internal and external project staff, to deliver all key business support and project/s milestones and outcomes.

- Provide oversight of the CSO IT portfolio of software licensing, hardware, and service contracts and maintain the annual IT contract schedule.

- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged in both IT support issues and project delivery.

- Provide expert advice and information to stakeholders on emerging project issues and present recommendations to support project delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.

Key challenges

- Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests

- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities

- Balance the immediate need of the business with future requirements and align investments accordingly

Key relationships

Who	Why
Internal	
Manager	- Receive advice and report on progress towards business objectives and discuss future directions - Provide expert advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Project Team	- Guide, support, coach and mentor team members - Lead discussions and decisions regarding key support tasks, issues, projects and deliverables
Stakeholders	- Provide expert advice on a range of project related issues and strategies - Optimise engagement to achieve defined outcomes - Manage expectations and resolve issues

Who	Why
External	
Vendors / Service Providers and Consultants	- Communicate needs, facilitate routine business transactions and resolve issues - Negotiate and recommend approval of contracts and service agreements - Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

The IT Manager makes decisions within the appropriate level of delegation assigned to the role.

As a senior member of the ICT Services team, the role contributes to decisions on strategies, policies and procedures affecting the CSO.

Reporting line

The role reports to the CIO.

Direct reports

- IT Business Support Team Lead
- IT Client Support Officer (x2)

Budget/Expenditure

Nil

Essential requirements

- Strong management of IT systems in the context of operating as a client in an IT infrastructure shared services environment.
- Strong IT project management skills (business and technical)
- Strong vendor management skills.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Advanced
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	**Advanced**
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Project Management – Level 6**	**Level 6 – PRMG**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Advanced	Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Adept	Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results	Adept	Research and analyse information, identify interrelationships and make recommendations based on relevant evidence

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Think and Solve Problems		Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Advanced	Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
Business Enablers Project Management	Advanced	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

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Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	Level and Code	Level Descriptions
Project Management **Benefits Management** **Change Implementation Planning & Management**	Level 6 - PRMG	Takes full responsibility for the definition, documentation and successful completion of complex projects (typically with significant business, or high-profile impact, and high-risk dependencies). Adopts and adapts project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches. Ensures that effective project control, change control, risk management and testing processes are maintained. Monitors and controls resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders.

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