



## Position Description

<b>Position title</b>	Director, Business Services
<b>Classification</b>	EL2
<b>Location</b>	Brisbane/Sydney/Canberra
<b>UPI number</b>	ELL20072

### About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that’s accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the [Australian Digital Health Agency](#) (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

### Our vision

A healthier future for Australians through connected healthcare.

### Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

### Our values



Working together  
collaboratively



Respect and  
trust



Transparent



Accountable



Innovative

## Our Flexible Work Environment

The success of the Australian Digital Health Agency depends on the ability and opportunity of each individual team member to deliver projects and work outcomes.

The Agency is committed to creating conditions for high performance which includes taking a holistic view of the needs of individuals, while also creating opportunities to build connections and collaborate in ways that support face-to-face and virtual work environments.

To support our principals based flexible work arrangements, the Agency has developed a Flexible Work Arrangement Policy. This policy sets out the conditions under which Agency staff can work, and assists with creating a work environment that enables the Agency and our people to strike a balance of a successful career, and satisfying working life.

## Division overview

**Technology Services Division** – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

## Branch overview

**Technical Services Branch** – responsible for the evolution and operation of Agency's business applications/systems and information technology; the engineering of external-facing and internal-facing products and systems across web, mobile, api, data and analytics technologies, and associated cloud and on-premises infrastructure and networking; and the build and reliability processes and technologies to ensure the quality, trust, reliability, and security in our products and systems.

## Primary purpose of position

As the **Director, Business Services**, you will be accountable for the overall management and leadership of the Business Services Section, under the broad direction of the Branch Manager, Technical Services.

The Business Services Section delivers the following capabilities, with a focus on the Agency's corporate/enterprise information technology:

- Business Engagement, Analysis, Systems Architecture, and Project Delivery
- Business Applications/Systems Management and End User Computing
- IT Support / Service Desk Services and Administration
- IT Service Operations Management

Additionally, the Business Services Section and this director role has the overall accountability for the following, until the Reliability Services Section within the Branch is established:

- Business/Systems Continuity Practices and oversight of Site Reliability Engineering

You will be required to provide strategic advice, problem solving and issues management for internal and external stakeholders in relation to complex and potentially controversial matters and contribute to the strategic planning of Agency wide objectives.

You will set strategic direction by developing long term plans and implementing operational strategies aimed at achieving specific agency objectives within your area of responsibility.

You will provide leadership of a team of highly specialised technical staff while promoting a climate of change and continuous improvement. You will identify and lead innovative solutions and communicate implications of decisions and actions on the agency's business objectives and stakeholders.

You will be required to address future Agency and stakeholder needs when initiating the development of systems, procedures, policies, methodologies, and practices.

You will establish and maintain key strategic internal and external networks, capitalising on stakeholder relationships to advocate the Agency's position in the context of more complex issues. Stakeholder relationships will be maintained through managing sensitivities in a timely manner, resolving conflict and managing change.

You will communicate and make decisions that may have significant impact on the day to day operations of the work area and other parts of the Agency. You will be required to make balanced decisions and apply professional judgement when evaluating ambiguous or incomplete information, factoring in risk and being sensitive to the context.

## Relevant duties

### 1. Leadership and Accountability

- Provide strategic advice, problem solving and issues management for internal and external stakeholders in relation to complex and potentially controversial matters.
- Anticipate and establish priorities, monitor progress and work to deliver required corporate outcomes, specific agency functions or a program within an area of responsibility.
- Contribute to the strategic planning of agency wide objectives. Set strategic direction, develop long-term plans and implement operational strategies aimed at achieving specific agency objectives within a discipline or area of responsibility.
- Provide leadership in implementing a climate of change and continuous improvement.
- Identify and lead innovative solutions and communicate the implications of decisions and actions on the agency's business objectives and stakeholders.
- Identify, manage and evaluate risk in all decision making and delivery of outcomes.
- Within the scope of the Section's accountabilities, other leadership and accountability activities for the Business Services section related to:
  - Strategy and planning including information systems adoption coordination, enterprise and business architecture, solution architecture, demand management, investment appraisal, and financial management of business systems.
  - Governance, risk, compliance, and quality including risk management, and audits.
  - Advice and guidance methods including consultancy practices, tools definition & adoption.
  - Change analysis, planning, and implementation including requirements definition and management, business process improvement, and project management.
- For the Agency's business systems and end user computing, other leadership and management of:
  - Systems development of business systems, including their overall systems development management / systems and software life cycle, systems design, software design, hardware design, programming / software development, systems integration and build, testing, and software configuration.
  - Data and analytics within the business systems and IT management systems, including data management, business intelligence, and data visualisation.
  - Technology management of business systems and end user computing, including the overarching technology service management for business systems, application support, system software, systems installation and removal, configuration management, release and deployment, and storage management.

- Service management including service level management, service catalogue management availability management, capacity management, incident management, problem management, change control, asset management, and service acceptance.

## **2. Management Diversity and Span**

- Manage a large team / set of sub-teams, across multiple sites, where skill sets and tasks are related.
- Ensure high quality outputs including that employees maintain a high level of specialist, professional and/or technical expertise.
- Coordinate and assume responsibility for complex or sensitive projects or work programs that have strategic, political and/or operational significance.
- Provide strategic direction to a work area, including developing business plans, strategies and priorities and monitor work flow and performance.
- Accountable for developing, coaching and mentoring employees, performance management, conflict resolution, and identification of training needs.
- Manage corporate functions such as budgets, managing contracts, procurement and human resources within a business area.
- IT Knowledge management within the Branch's scope, and in support of whole Agency needs.
- Supplier management, including sourcing, and contract management within Business Services accountabilities, notably business systems, 'end user' and office computing, as well as other systems/technologies.

## **3. Job Context and Environment**

- Work within the context of possible strategic, political and/or operational impact for the agency.
- Apply and maintain an extensive understanding of the role and responsibilities of the agency, incorporating a comprehensive understanding of the agency's impact on the wider political and community context in which it operates.
- Address future agency and stakeholder needs when initiating the development of new systems, procedures, policies, methodologies and practices.
- Including, within the scope of the Section's accountabilities, emerging technology monitoring, business situation analysis, and feasibility assessment.

## **4. Independence and Decision-Making**

- Communicate and make decisions that may have significant impact on the day-to-day operation of the work area and other parts of the agency; and/or a direct and significant impact on the outcome of a program or major project for the agency.
- Communicate and make balanced decisions using professional judgement, evaluating ambiguous and incomplete information, factoring in risks and being sensitive to the context.
- Undertake complex analysis and interpretation and apply significant judgement in choosing a course of action to manage highly complex and/or sensitive issues.
- Including, within the scope of the Section's accountabilities, measurement and monitoring, and sustainability management, notably related to business systems and end user computing.

## **5. Stakeholder Management**

- Establish and maintain key strategic internal and external networks.
- Present and advocate the agency's position in the context of more complex issues.
- Engage and manage stakeholders through change, resolving conflict and managing sensitivities.

- Customer service support, including managing the internal-facing IT Service and Support capability.

## 6. Agency-wide Collaboration and Key Support of other Business Areas

- Within the scope of the Section's accountabilities, supporting other Sections/Branches/Divisions in their performance of:
  - Other strategy and planning areas such as strategic planning, innovation practices/initiatives, information management, and continuity management.
  - Broader security and privacy areas, such as information security, information assurance, personal data protection, vulnerability research, and threat intelligence.
  - Other governance, risk, compliance, and quality areas such as overall governance/oversight, quality management, and quality assurance.
  - Other change analysis activities, notably acceptance testing.
  - Other change planning activities, such as organisational change management, and benefits management.
  - Other systems development activities, notably network design.
  - Broader data and analytics areas, such as data modelling and design, data engineering, and database administration.
  - Broader user experience activities, notably user experience analysis.
  - Other technology management areas, such as IT infrastructure, and network support.
  - Broader security services areas, such as security operations, vulnerability assessment, digital forensics, and penetration testing.

## Essential requirements

Ability to obtain and maintain a Neg Vet 1 security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

## Restriction duty

Not Applicable

## Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

## Qualifications

Graduate Degree in Information Technology and/or Business (mandatory).

Post Graduate Degree in Business and/or Information Technology (desirable).

IT / Digital / Business *certifications* in areas relevant to the role (desirable).

Additionally, relevant formal IT / Digital / Business *training* across areas listed below are desirable and will support success in the role:

- Business domain areas such as:
  - Business Administration / Government Administration / IT Business Management
  - Business/Enterprise Architecture

- Process Design (especially Lean and Kanban)
- Delivery domain areas such as:
  - Program/Project Management
  - Agile Delivery (either Agile Project Management or Agile Software Development)
- Technology domain areas such as:
  - IT Architecture
  - Systems Engineering / Software Development
  - IT Operations Management / IT Systems Administration / IT Service Management
- Governance, Risk, and Quality domain areas such as:
  - Quality Management
  - Risk Management / IT Risk Management
  - Information Security / Cyber Security

## Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.