



Position Description

Position title	Service Transition Coordinator
Classification	APS6
Location	Brisbane/Sydney/Canberra
UPI number	APS60057

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.

Our people are expected to lead and operate in hybrid teams, working from a variety of geographic locations, in a way which builds capability, cohesiveness, productivity and is consistent with Agency culture. We have a principles-based Flexible Working Arrangements Policy and Workforce Strategy to support this way of working.

Division overview

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

Primary purpose of position

The APS6 Service Transition Coordinator is responsible for providing guidance and advice to function/service owners to support them through Service Transition process. Service Transition Coordinator will work closely with project teams to ensure that any changes implemented to IT services, meets the requirements of operational support teams to help minimise interruption to the business operations and enable benefits realisation. This role will also monitor progress and help project managers complete actions and collect required artefacts for successful transition of the project to operations.

The APS6 employee will have considerable stakeholder contact in relation to complex, difficult, and sensitive issues and will be required to exercise both initiative and judgement in the interpretation and application of the relevant Agency policies, practices, and procedures.

The Service Transition Coordinator will be responsible for:

- Managing service transition management process to ensure that new or modified IT services meets the needs of service owners and operational support teams.
- Working in collaboration with project and products team to identify operational impacts and ensuring requirements of operational support teams are understood and met to ensure successful transition of the project to operations.
- Creating and maintaining service transition artefacts for new, enhanced, or decommissioned IT services.
- Engaging with internal stakeholders via participation in project meetings, delivery forums, to promote awareness and compliance with service transition processes.
- Reviewing and analysing operational impact; coordinating meetings with project and operational teams to collect required project artefacts and seek authorisation from the relevant operational stakeholders.
- Ensuring Service Transition actions, decisions and risks are logged, using this information to provide reporting, and driving improvement initiatives related to Service Transition process.
- Providing advice to Project delivery teams on Service Transition to ensure a smooth and managed transition from project to operations.

This role will be required to work closely with service delivery and operations management function to enhance and drive maturity in IT Service Delivery.

Relevant duties

1. Leadership and Accountability

- Provide expertise and technical knowledge in specialist area across a range of programs or activities for the agency.
- Provide accurate and specialised advice including anticipating problems and contributing to issues management.
- Ensure knowledge of and compliance with legislative, financial and administrative frameworks, government decision-making processes and agency guidelines and regulations.
- Set priorities for the work area, maintain team cohesion, and ensure quality of outputs for the work area.
- Contribute to the development of team objectives for short term tasks and strategic planning for longer-term initiatives.
- Contribute to managing change and uncertainty in the workplace.
- Propose and facilitate innovation initiatives and contribute to business improvement strategies and to change in workplace practices.
- Evaluate the effectiveness of risk management and risk assessment activities within sphere of responsibility.
- Structured and self-reliant way of working.

2. Management Diversity and Span

- Ensure quality outputs for a team including the development of specialist, professional and/or technical expertise. Conduct regular quality assurance of work area processes and manage identified risks.
- Assist in strategic planning, program and project management and/or policy development for the work area.
- Implement work plans for the work area including setting tasks and priorities, managing work flow and allocating resources.
- Have significant responsibility for the supervision and development of lower classification levels; build team capacity through coaching, performance feedback; and encouraging career development.
- High degree of initiative, responsibility, reliability, and proactive action.

3. Job Context and Environment

- Coordinate service transition activities: taking responsibility to perform work that is complex and involves various tasks that often are different and unrelated, identifying clarity within established processes and methods; selecting an appropriate course of action from a number of available options.
- Have an in-depth knowledge of the role and functions of the agency and an understanding of how these relate to a work area.
- Maintain awareness of the longer-term strategic, political or operational outcomes for the agency/program and possible impacts on the work area.
- Monitor changes in the broader work environment that may impact on work objectives.
- Monitor work area performance with an in-depth understanding of relevant legislative and policy frameworks.
- Chairing Service Transition meetings with the project and operational teams.

4. Independence and decision-making

- Work with independence, subject to limited direction against established priorities, practices, and methodologies to deliver quality outcomes.
- Make decisions, with direction from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Make decisions using good judgement, expertise and knowledge, under limited guidance. Ensure decisions are governed by the application of regulations, best practice principles or the agency's operating instructions and procedures.
- Make decisions that have a medium to high level of impact on the work area; however, the impact on agency operations and resources is usually limited.
- Perform research and analysis to make decisions that involve complex or escalated issues, longer-term planning and liaison with other sections on policy, project or operational issues.

5. Stakeholder Management

- Maintain internal and external networks.
- Manage relationships with stakeholders to achieve work area and agency goals.
- Anticipate and respond to stakeholder needs and expectations.
- Develop and support complex relationships with internal and external stakeholders.
- Support stakeholders through change.
- Excellent ability to work effectively with various stakeholders.

Essential requirements

Ability to obtain and maintain a Baseline 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

Tertiary, graduate qualifications or relevant experience in an appropriate technology discipline. Additional, relevant formal IT/Digital/Business training across areas listed below are desirable and will support success in the role:

- Delivery domain areas such as:
 - Project Management
- Technology domain areas such as:
 - IT Operations Management / IT Service Management
 - ITIL 4 Foundation

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.