



Position Description

Position title	Branch Manager, Technology Planning and Delivery
Classification	SES B1
Location	Brisbane/Sydney/Canberra
Position number	SES10009

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 Agency DNA



Working together
collaboratively



Respect and
trust



Transparent



Accountable



Innovative

Purpose	Experience	Digital Mindset	Leadership	Accountable	Connection	Innovation
A thriving workforce with a sense of purpose, pride, and passion	A compelling value proposition and employee centred experience	A culture which puts digital at the centre of what we do and how we do it	Leaders who are trusted, respected, visible, and champion the Agency's strategic vision	A workforce that embraces accountability and operates ethically	An inclusive and growth focussed culture fostering purposeful connections	An inspiring and collaborative work environment that embraces innovation change

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 principles-based flexible work arrangements, the Agency has developed a Flexible Work Arrangement Policy which enables the Agency and our people to strike a balance between a successful career and satisfying working life.

Division overview

The Chief Technology Officer leads and manages the Technology Services Division (the Division) of the Agency. The Division is responsible for the operation of Australia's national digital health infrastructure. This includes the My Health Record system, the Cyber Security Centre, the National Authentication Service for Health, and the Healthcare Identifiers Service. The Division manages end to end systems operations, including security and the monitoring of all Agency platforms and provides technical and operational leadership for the Agency's infrastructure delivery program. The Division guides future technology development activities, including delivering ICT platforms to support core Agency business functions.

The Division supports the National Digital Health Strategy with foundational infrastructure and leading continuous improvement of system and service delivery through innovation. This includes a key role in developing new approaches to delivery of the Agency's national infrastructure and leading the development of the Agency's infrastructure strategy and implementation planning to deliver contemporary government technology systems that support the needs of consumers and healthcare providers.

The Division is responsible for the commercial management and ongoing service delivery performance of third-party technology partners and leads the commissioning of new infrastructure services.

The Division leads the Agency's engagement across Commonwealth technology activities.

Primary purpose of position

The Branch Manager, Technology Planning and Delivery, reports to the Chief Technology Officer and forms part of the broader senior executive leadership team within the Agency, providing best-practice contemporary leadership and strategic advice and planning, contributing to an agile positive culture across the Agency to deliver excellence.

In this role you are responsible for overseeing the planning and provisioning of the Agency's strategic national infrastructure technologies and services. The role focuses on identifying opportunities to improve national infrastructure to support infrastructure modernisation (with budget constraints), identify infrastructure efficiencies and meet the national infrastructure requirements of the Agency's work plan.

As the Agency continues to expand its national digital infrastructure solutions with new and innovative technology partners, technology service integration and management increases in complexity and this role is pivotal to ensuring the fundamentals of technology delivery in a complex environment are of the highest standard and risk is managed within tolerance levels.

The role is also responsible for managing the Agency's high value contracts associated with our technology partners and suppliers. This is a critical role in defining strategic procurements, establishing sustainable, enduring technology partnerships with the IT industry that add deliver measurable value to the Agency's function and managing these partnerships to ensure they perform in accordance with expectations.

Key duties of the role include:

- Effectively lead and manage the Agency's approach to national infrastructure delivery and service provision and provide the Agency's response to whole of government service delivery and procurement requirements, collaborating across government and with other areas of the Agency.
- Ensure infrastructure services are designed, delivered, and continually improved to enhance the customer / stakeholder experience and deliver an affordable and sustainable service.
- Work with the Enterprise Program Management Office to ensure national infrastructure planning and programming is integrated into the Agency's overall work program, ensuring transparency in costs and risks and providing advice on critical infrastructure dependencies and delivery timeframes.
- Design, deliver and proactively manage the Agency's core technology contracts and services within budget and meeting performance expectations.
- Provide service integration and management functions across national infrastructure partners and services.
- Lead the strategic and future direction of the Technology Planning and Delivery Branch and business continuity planning to ensure appropriate services levels and quality of service are maintained.
- Lead the Operational Procurement and Contract Management team ensuring and supporting effective, cost-efficient, and ethical procurement and sound proactive contract management practices.
- Lead the national infrastructure modernisation activities for the re-platforming of the My Health Record System, including procurement and implementation in accordance with Government policy priorities
- Lead a team of diverse individuals and enhance their capabilities and performance, while also creating a motivating, supportive and psychologically safe workplace.

1. Leadership, Knowledge and Accountability

- Lead a positive, high performing, collaborative culture in the Division in line with the Agency's values.
- Lead the strategic and future direction of the branch, business continuity planning, including designated functions of the My Health Record National Infrastructure Operator and our other national infrastructure technology partners to ensure appropriate service levels and quality of service are maintained.
- Significantly contribute to the cultural and diversity improvement activities of the Agency.
- Manage the activities of the Branch with a budget envelope and within risk tolerances.
- Build and maintain the capability of a multi-disciplinary team of technology experts and managers, promoting a culture of continuous improvement, high reliability, learning and curiosity to ensure the effective delivery of branch services.
- Develop roadmaps to support business needs, compliance with regulatory and compliance initiatives and identifying opportunities for continuous improvement in product and system enhancements.
- Lead the team to mobilise across functional divisions, preventing silos through effective communication and collaborative ways of working.
- Participate in relevant sub-committees of the Agency's Senior Executive Committee as required.
- Work with Senior Executives, including the CEO, to achieve outcomes, influence processes and build capability, including drawing on strong verbal and written communication skills that instil confidence and credibility.

2. Diversity and Span

- Provide senior executive leadership, including leading and managing teams working in complex technology and professional environments.
- Manage enterprise level technology planning functions across heterogeneous environments and complex technology components.
- Deliver enterprise level technology service integration and management.
- Provide expert level technology service delivery knowledge and capability.
- Establish and oversee standards and processes related to planning and requirements to ensure that business requirements are resolved to the correct technical specifications.
- Identify challenges and blockages in systems, processes and competencies which may inhibit the Agency's capacity to achieve objectives and develop alternative solutions to minimise risk.
- Manage budgets and resources consistent with strategic plans and goals and in line with the overall Agency budget strategy.

3. Stakeholder Management

- Develop and maintain effective relationships with stakeholders, including the State/Territory and Federal Government, portfolio agencies and industry bodies to deliver the Agency's core systems.
- Provide expert advice to internal stakeholders about leading practices in technology service integration including trends and emerging technologies to inform and influence decision making and the overall strategy and workplan.
- Establish and maintain effective high-level networks to exchange market intelligence, enable performance benchmarking, monitor industry trends and innovations, maintain currency and collaborate on emerging and future issues, to enhance the effectiveness and quality of programs and services.

4. Job Context and Environment

- Cultivate accountability in the workforce by leading as an accountable leader and by fostering resilience and confidence in the pursuit of the Agency's strategic objectives within a national government context.
- Provide persuasive advice in an environment of time pressure, divergent views and conflicting priorities while also listening actively and looking for collaborative solutions.
- Ensure that the Branch delivers documenting functionality, user stories, acceptance criteria and other required artifacts.
- Monitor connecting systems to ensure systems are compliant with expected specification and arising issues can be detected and managed.
- Oversee the detection and investigation of systems related incidents and ensure the resolution of services and system problems.

5. Judgment and Independence

- Define and maintain the viability of technology operations and ensure effective use of resources, while balancing the immediate need of the business with future requirements.
- Maintain up to date knowledge and collaborate across all areas to ensure, systems, technologies, interdependencies, risks, and impacts are identified, mitigated and managed effectively, while working to tight timeframes with competing demands.
- Enthusiastically drive and deliver on customer and user experience – thinking deeply and analytically about the product, customer perspective and insights and relevant regulatory requirements.

Qualifications

- Tertiary qualifications in IT management or operations desired.

Essential requirements

- Ability to obtain and maintain a Negative Vetting 1 (NV1) 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.

Capabilities

Leadership Capabilities

- Demonstrated leadership capabilities and experience in leading teams in a complex professional environment, including resilience, strategic thinking, influencing and negotiation skills.
- Experience communicating with diverse stakeholders across Australia and/or internationally.
- Demonstrated strategic leadership, integrating 'big picture' goals with practical steps on how to achieve them.
- Demonstrated ability to grow, develop and empower teams to build a cohesive Agency now and into the future and to develop the right capability to deliver outcomes for the Agency and the Australian community.
- Demonstrated personal and professional integrity and ethics and commitment to demonstrating Agency values, meeting cultural expectations and delivering on the Agency's vision and mission.
- Strategic leadership capabilities that promote cooperation within and between other agencies, ensuring delivery across Agency and portfolio boundaries.

Knowledge and Skills

- Expertise in the Information Technology Infrastructure Library (ITIL) version 4. Knowledge of the Control Objectives for Information Technology (COBIT) 5 framework is also desirable.
- Expertise in IT Service Integration and Management (SIAM) delivery and best practice including the management of complex IT systems across multiple external provider dependencies.
- Expertise in complex, high-value IT contracts management with a focus on value delivery and accountability.
- Experience in government IT systems delivery with public facing components.
- Project Management qualifications or demonstrated expertise in managing multiple, complex projects and the Senior Executive level.
- Demonstrated ability to work across multiple government agencies in the delivery of government services.
- Demonstrated ability to engage with many audiences, including to translate complex technical concepts into accessible language so that consumers can make the most effective choices about the digital health supports that they need.
- Demonstrated skills and experience in budget and risk management, including the ability to forecast requirements for a large workgroup.

- Demonstrated record of achieving results.
- Strong contemporary people leadership skills and expertise, with proven capability in managing diverse, national teams, including matrix-management model and teams that include contractors or consultants.
- Demonstrated commitment to leadership that focuses on creating a great place to work for a talented, dynamic, and diverse group of people and at an organisational level.

Experience

- Strong background in senior level management, including the extensive management of teams working in complex professional environments.
- Experience managing a core service function in a complex environment with a significant strategy or technology component.
- Experience in enterprise level technology planning and delivery environments at the senior level.
- Experience in technology service integration and management in a complex environment.
- Expert level business and technology capability demonstrated through industry and/or vendor roles, and experience providing leadership to professional business resources.
- Experience in the design and delivery of cross government IT systems.
- Experience providing strategic consultation to and collaboration with senior executives and a demonstrated ability to manage complex stakeholder relationships, both internally and externally.
- Experience managing multiple teams, projects, and priorities simultaneously in a fast-paced environment, with an exceptional delivery record and the ability to clearly articulate rationale for decisions.
- Experience providing strategic consultation to and collaboration with senior executives and a demonstrated ability to manage complex stakeholder relationships, both internally and externally.
- Experience managing a substantial budget and ability to plan and forecast budget requirements for a large workgroup.

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.