# Position Profile – Engagement & Planning Manager

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| **Division** | Business Services | **Team** | Information and Communications Technology (ICT) |
| **Location** | Brisbane | **Reports to** | Head of Technology Infrastructure and Operations |
| **Date Updated** | September 2024 | **Position Number** | TBC |
| **Grade (TPS only)** |  |  |  |

Position Purpose

The Engagement & Planning Manager is responsible for leading IT professionals in the successful management and delivery of the following: engagement model for the Technology Infrastructure and Operations department, Portfolio Management and Project Delivery of department lead projects and IT Service Management governance for ICT. The position facilitates the collaboration between the ICT PMO and all business areas requesting project services from the Technology Infrastructure and Operations teams. This position successfully manages the Technology Infrastructure and Operations department’s portfolio of project work with related workforce planning, delivers Technology Infrastructure and Operations projects, the governance aspects of IT Service Management for all the ICT division and provides the engagement channel for the Technology Infrastructure and Operations department.

## Responsibilities and outcomes

* **Leadership:** Lead, coach, develop, and retain a high-performing team with an emphasis on intent-based leadership promoting a culture that fosters collaboration and communication with all internal and external stakeholders.
* **Strategy:** Champion development and implementation of the ICT Strategy and Technology Infrastructure and Operations Strategy, ensuring successful organisational change management to deliver and embed changes.
* **Project Portfolio Management:** Responsible for project portfolio planning, governance, monitoring, improvement, reporting and delivery of Technology Infrastructure and Operations projects.
* **Asset Lifecycle Projects:** Accountable for identification of scope and delivery of annual Hardware and Software Asset Lifecycle Projects.
* **Disaster Recovery Project:** Oversee the enhancement, execution and regular reporting of Stanwell’s Disaster Recovery Strategy and Test Plan.
* **Engagement Model:** Accountable for maintaining and championing the Technology Infrastructure and Operations engagement model.
* **Workforce Planning:** Accountable for coordination of department workforce management and workforce capacity planning.
* **Finance Management:** Actively manage OPEX & CAPEX budgets, forecasting, cashflow and contracts.
* **Investment Plan:** Coordinate the 5-year investment plan of Technology Infrastructure and Operations portfolio.
* **Risk Management:** Ensure portfolio and project risks are tracked and mitigated with control initiatives within agreed timeframes.
* **Operational Plans:** Develop annual operational plan by identification, design, estimates, implementation, ongoing support and improvement of accountable portfolio. Including options for potential solutions and assessments based on technical and business suitability driving improved efficiency and a reduction in costs.
* **Service Management:** Accountable for the development, implementation, enhancement, measurement and reporting of ICT’s Service Management policies and procedures in the following areas but not limited to: Critical Incident, Incident, Knowledge Management, Service Request, Service Catalogue, Change, Problem, Asset, Event Management and Disaster Recovery.
* **Vendor Management:** Control costs, drive service excellence and mitigate risks to gain increased value from external vendors throughout the deal life cycle.
* **Contract Management:** Managing contracts in portfolio through the lifecycle: creation, negotiation, execution, compliance monitoring and renewal or close out.
* **Knowledge Management:** Contribute to the development of accountable support procedures and process.
* **Cybersecurity:** Working with the security department to ensure systems security is in line with highlighted Australian Energy Sector Cyber Security Framework (AESCSF) standards.
* Maintain a high level of awareness of current and future information technology trends with an aim of identifying suitable technologies for use within Stanwell.
* **Major Incident Management:** Perform role of Major Incident Manager during critical outages to drive restoration of service, urgency from resolver teams, stakeholder communication and the vendor escalation process.
* **On-call:** Participate in the Escalation Manager on call roster.

Experience and knowledge

* Extensive years of Information Technology experience and leading teams of IT professionals.
* Experience leading technical team(s) in a complex mission critical environment.
* Proven knowledge and experience in IT Project Management.
* Proven knowledge and experience in leading or working in a Project Management Office.
* Proven experience in uplifting IT engagement models.
* Experience in workforce management and workforce capacity planning for team resources across multiple teams to effectively manage.
* Experience in financial management of large OPEX and CAPEX budgets.
* Experience in managing IT contracts and IT vendors.
* Experience in IT operational risk management.
* Experience implementing, measuring and improving IT Service Management policies, processes and procedures.
* Experience in development and implementation of Asset Lifecycle processes and procedures.
* Experience leading the Major Incident Management process for IT system outages.
* Ability to utilise critical thinking, judgement, and experience to define, analyse, and resolve problems.
* Proven ability to interpret, document and review technical concepts.
* Proven ability to analyse data to identify trends and exceptions.
* Demonstrated experience writing briefing notes and business cases.
* Strong customer focus, excellent interpersonal and communication skills and demonstrated ability to develop and maintain strong stakeholder relationships.
* Proven experience in leading teams using Agile practices.

Qualifications

* A degree in Information Technology.
* A Master of Business Administration is highly desirable.
* Professional qualification in project and program management is highly desirable.
* ITIL v4 Foundation Certification is desirable.

Key Capabilities

This position is expected to have demonstrated capability in the following areas:

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| ***Building Relationships*** | Initiates and maintains collaborative relationships, is socially confident and quick to build rapport and trust with others. Tends to create a positive first impression at all levels, both internal and external to the organisation. |
| ***Communication*** | Speaks and writes in a clear, confident, and articulate manner, adapting communication style to the target audience. When expressing ideas and information in writing uses appropriate structure, grammar and language tailored to the reader. Is effective at influencing others to see things a given way. |
| ***Decision Making*** | Able to identify and understand issues and opportunities, to be able to compare data from different sources and identify possible consequences to reach an appropriate course of action or solution. Confident using judgement to make decisions based on the information available, even if it is not complete, the situation is ambiguous or with no precedent. Able to reach an appropriate decision in a timely manner. |
| **Delegation** | Confident in giving direction and willing to accept responsibility for the decisions and actions of the team. Drives action and progress through motivating team members and delegating appropriately. |
| ***Extending Trust*** | Focusses on creating trust and building credibility at a personal level with others. This is achieved through the way they interact with others to inspire trust, giving them confidence in their intentions and those of Stanwell’s. They also in turn trust others, by demonstrating respect, creating transparency, and keeping commitments. |
| ***Inclusive*** | Creating an environment in which all individuals feel, and are treated, fairly and respectfully, have access to opportunities and can contribute their ideas, perspectives and talents. This encompasses challenging and overcoming one’s unconscious bias (biased towards the world around us and use of stereotypes). |
| ***Leading Others*** | Motivated to take responsibility for a team and interested in managing people and resources to achieve business objectives. Providing guidance, coaching, feedback and development opportunities to direct reports, inspiring and encouraging them to achieve their goals and to reach their full potential. Effectively facilitating, mediating and resolving conflict within the team and across other teams to quickly and efficiently. |
| ***Resilience*** | Remains calm, composed, and optimistic in stressful or high-pressure situations. Perseveres in the face of obstacles or setbacks and carries on with the task at hand. Strong drive to finish tasks, will actively seek to overcome potential hurdles. |
| ***Stanwell Values*** | Uphold and champion Stanwell’s Values and Code of Conduct (including ethical behaviour, fair treatment, conflict of interest, confidential information, and complying with the law). Ensuring they are at the forefront of decisions and action, coaching and challenging others to demonstrate acceptable behaviours where appropriate. |
| ***Teamwork*** | Work cooperatively, supports and collaborates with team members and across other teams to successfully achieve targets and business outcomes. Appreciates the benefits of diversity and works well with a variety of people. |

## Decision making

The incumbent is required to make daily operational decisions that affect the delivery of Technology Infrastructure and Operations. The role is expected to participate and provide technical input into the strategic direction of future roadmaps and the maintenance of the asset life plans.

In conjunction with the ICT project management office, the incumbent will assist with resourcing decisions for project and pipeline work, balanced against resourcing of business-as-usual (BAU) work.

Structure

*This position profile reflects a summary the role, it is not intended to be an all-inclusive list of duties and responsibilities. Leaders may direct employees to perform other duties at their discretion.*