

Position Description

Director, Digital Strategy and Engagement

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services (IS)
Department:	Office of CIO
Classification Level:	ESMC2
Employment Type:	Full-Time
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

La Trobe University (LTU) is a top-rated independent research university with world-leading research and global impact, seeks a visionary leader in strategy, business and industry engagement. The Director, Digital Strategy and Engagement within the Information Services (IS) function will provide the strategic vision and planning to enable the university, its partners and community to grow and innovate.

The Director, Digital Strategy and Engagement will lead the strategic planning, development, and execution of technology initiatives that align with LTU's business goals. This role is pivotal in shaping the IS Strategy and Architecture plus ensuring that it supports and drives business value. The role will gain organisational commitment for all high-level technology strategy roadmaps and will initiate and participate in projects to evaluate technologies and methods for implementing these plans.

The role has a strong focus on the future technology state (target technology architecture) and the optimal roadmaps, standards and policies to achieve the target state. It is accountable for establishing mechanisms to communicate the target state architecture to all IS staff and contractors, key university stakeholders and industry partners. As a key contributor to setting the overall strategic context, it includes an important component of business and industry engagement to ensure that the 'planned' element of business requirements are clearly integrated into LTU's technology strategy.

Furthermore, the Director, Digital Strategy and Engagement, will be responsible for fostering and maintaining a strategic partnership between IS and the different LTU lines of business as well as industry business partners. The role requires a clear understanding of business processes, identifying opportunities for improvement through IT solutions, and ensuring that IS initiatives align with business goals. An essential responsibility is to consult with key business stakeholders in advancing relationships with senior business personnel to ensure demand for IS services is validated and channelled appropriately to the LTU CIO. A holistic view of ensuring dependencies and cross-divisional synergies are identified are considered within the development of portfolio plans and that any such plans, consider the business outcomes and the benefit realisation.

Key Duties and Accountabilities

Reporting Structure

- Accountable for LTU's Strategy and Business Engagement function, reporting to the Chief Information Officer (CIO).

Key Responsibilities:

- Define and execute IS strategies that are aligned with LTU's mission and objectives.
- Design and implement a scalable and secure IT architecture that meets current and future LTU business needs.
- Ensure that IT systems and processes support the efficient and effective delivery of services.
- Collaborate with LTU business leaders to understand their strategic goals and translate them into IT requirements.
- Oversee the evaluation, selection, and integration of IT solutions and vendors.
- Promote innovation by identifying and integrating emerging technologies that can provide competitive advantage.
- Manage the IS strategy and engagement budget, optimising investments to achieve strategic goals.
- Provide leadership and mentorship to the IS architecture and engagement teams, promoting a culture of high performance and continuous learning.
- Develop and maintain strong relationships with business unit leaders to understand their strategic objectives and offer IT solutions that add value.
- Collaborate with IT specialists and external vendors to design and deliver effective technology services and solutions.
- Monitor industry trends to identify opportunities for the application of new technologies or improvements to existing systems.
- Communicate effectively with stakeholders at all levels to report on project progress and outcomes.

Strategic Planning Responsibilities

- Sets policies, standards, and guidelines for how LTU conducts strategy development and planning.
- Leads and manages the creation or review of a strategy which meets the requirements of LTU.
- Develops, communicates, implements and reviews the processes which ensure that the strategic management is embedded in the management and operational plans of LTU.
- Participate in forward planning for the IS strategic plan and objectives, evaluates the environment and identifies fundamental issues to be resolved.
- Focus on a multi-year strategic planning horizon of 3-5 years and actively contribute to the development of the LTU's Strategic Plan.

Business Strategy and Architecture Responsibilities

- Accountable to develop strategic plans for technology and business services that form part of the full integrated plan for IS and, to engage as a strategic business planning and business development enabler, helping LTU senior executives better manage the disruption that occurs to business operations across the LTU's eco-system.
- Develops models and plans to drive the execution of the strategy, taking advantage of opportunities to improve business performance.
- Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices and procedures.
- Leads the creation and review of LTU's capability strategy that meets the strategic requirements.

- Captures and prioritises market and environmental trends, business strategies and objectives, and identifies the business benefits of alternative strategies.
- Develops enterprise-wide architecture and processes which ensure that the strategic application of change is embedded in the management of LTU, ensuring the buy-in of all key stakeholders.
- Develops and presents business cases, for high-level initiatives, approval, funding and prioritisation.
- Sets strategies, policies, standards and practices to ensure compliance between business strategies, technology strategies, and enterprise transformation activities.

IS Governance Responsibilities

- Lead the Technology Review Board (TRB), ensuring compliance with architectural standards and governance.
- Undertakes and/or directs reviews as necessary to ensure management decision-making is transparent, and that an appropriate balance between benefits, opportunities, costs and risks can be demonstrated to LTU stakeholders.
- Ensures proper relationships between LTU and external parties, with valid interest in LTU's governance, are in place.

Emerging Technology Monitoring Responsibilities

- Develops organisational guidelines for monitoring emerging technologies.
- Plans and leads the identification and assessment of new and emerging technologies and the evaluation of the potential impacts, threats and opportunities.
- Creates technology roadmaps which align LTU's plans with emerging technology solutions.
- Engages with, and influences, relevant stakeholders to obtain organisational commitment to technology roadmaps.
- Collaborates with internal and external parties to facilitate intelligence gathering.

Specialist Advice Responsibilities

- Provides leadership and guidelines to promote the development and exploitation of specialist knowledge in LTU.
- Maintains a network of recognised experts (inside and/or outside LTU) who can deliver expert advice in areas relevant to LTU's current and future needs.
- Provides input into professional development planning across a significant part of LTU to further the development of appropriate expertise.

Business Engagement and Relationship Management Responsibilities

- Provides leadership to a team of Business Engagement Managers who engage with and advise LTU's lines of business in the effective identification, justification, planning and scoping of IS initiatives that will support the achievement of the LTU's strategic and growth objectives.
- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders and delivery of services and change projects, acting as a single point of contact for senior stakeholders, facilitating relationships between them.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders

Leadership Responsibilities

- Encourage and motivate people to engage in continuous learning and empower them by delegating tasks.
- Agree to clear performance standards and gives timely constructive feedback, praise and recognition, and deals with under-performance promptly.

Other Skills and knowledge required for the position:

- **Leadership and Team Management:** Exceptional leadership skills with a track record of building and leading high-performing teams, fostering a culture of excellence, innovation, and collaboration.
- **Stakeholder Engagement:** Excellent interpersonal and communication skills, with the ability to build strong relationships with internal stakeholders at all levels, including senior leadership, academic and administrative departments, and IS teams.
- **Change Management:** Proven ability to drive organisational change and transformation, effectively managing resistance and fostering a culture of agility and adaptability.
- **Strategic Thinking:** Strong analytical and strategic thinking abilities, with the capacity to anticipate future trends and identify opportunities for innovation and growth.
- **Problem-Solving:** Demonstrated problem-solving skills, with the ability to analyse complex issues, develop creative solutions, and drive resolution in a fast-paced environment.
- **Collaboration and Influence:** Skilled in building consensus and driving alignment across diverse stakeholder groups, influencing decision-making, and driving change through effective collaboration and negotiation.
- **Continuous Learning:** Commitment to continuous learning and professional development, staying abreast of emerging technologies, industry trends, and best practices in digital workplace management.

Experience:

- 10 to 15 years commercial IT experience, ideally with 8 years in senior IT/business roles
- Extensive experience with developing strategic plans.
- Demonstrated ability to translate business strategy into program plans that align to the IT strategy and roadmaps; planning and deploying both business and IT initiatives.
- Demonstrable commercial and strategic value understanding.
- Proven track record in managing complex customer relationships with a technology focus.
- The ability to recognise structural issues within the organisation, functional interdependencies and cross-silo redundancies.
- Proven ability to guide, influence and align a diverse set of stakeholders behind a technology strategy and plan.
- Ability to handle multiple priorities, ambiguity and continuous change with flexibility to adapt to challenges as they emerge.
- Ability to conduct research into emerging technologies, trends, standards and products as required.
- Strong Service Management experience (preferably in a managed service environment).
- Demonstrated ability to develop partnerships with key stakeholders, including recognition of business concerns
- Strong analytical and problem-solving skills with the ability to lead complex, cross functional initiatives.
- Effective communication (written and verbal), influencing and negotiation skills, bringing together different views, personalities, goals and needs and helping different stakeholders find business alignment and growth.
- Demonstrates the ability to define the vision for the team. Create a sense of cohesiveness,

trust and integrity in the team so that member's energies and abilities are willingly focused on individual and team effectiveness and the achievement of the required outcomes.

Essential Compliance Requirements

To hold this La Trobe University position, the occupant must:

- Hold, or be willing to undertake and pass, a Victorian Working with Children Check.
- Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to the Tertiary Education Quality and Standards Agency (TEQSA) and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics.
- Help transform the lives of students, partners and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: