

POSITION DESCRIPTION – **MANAGER**

Position Title	IT Engagement Manager	Department	Information Technology
Location	Melbourne	Direct/Indirect Reports	0/4
Reports to	Head of Architecture and Planning	Date Revised	4 October 2017
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 7		

■ Position Level Descriptor

(This is standard text, please do not alter)

An individual at the Manager level is responsible for some or all of the following: people, financial, functional, thought or change leadership outcomes. Individuals at a Manager level lead and implement strategies and operational plans to achieve organisational objectives. The Manager level leads specialist (functional or knowledge areas) or complex, multi disciplinary teams. An individual at the Manager level typically reports to an individual at the Executive level.

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The IT Engagement Manager will assume the responsibility for providing the interface between Directorates and the IT department to ensure the alignment between the delivery of solutions, capabilities or other project work, and the operational and strategic goals and priorities of the organisation. IT Engagement Manager will be the contact point for the executive and senior stakeholders, providing a conduit for their interests and objectives, while equally serving as a channel of engagement and communications from the IT department to the Organisation and directorates. The IT Engagement Manager will partner with, and help focus Executive efforts in, identifying and formulating initiatives, proposals, and business cases to achieve their objectives, while maintaining alignment with the IT architecture and strategy through creating awareness and understanding of current and future technological capabilities.

■ Position Responsibilities

Key Responsibilities

(A position at Manager level and above level should include a leadership component. Below are examples only)

- Establish and maintain ongoing relationships across the Directorate executives, leadership team and other stakeholders so that the IT Engagement Manager has an ongoing understanding of how best to use technology solutions to meet their objectives.
- Facilitate and coordinate the efforts of Directorates toward identifying and establishing the best possible set of initiatives and projects aligned with their priorities and meeting organisational goals and objectives.

- Engage with and conduct quarterly (or at other intervals as specified) reviews with the executive to validate and assess their project plans, and assist in reprioritizing to meet business unit needs as required.
- Proactively alert the leadership team to opportunities for applying technology developments to their Directorate
- Work with Directorates to identify organisation wide efficiencies and synergistic opportunities.
- Support the CIO in communicating the IT value contribution to the Directorates and organisation, and cement the understanding that projects and programs are the mechanism by which strategy is realized and change is delivered.
- Ensure the relevance and usefulness of the relationship management activities through an annual satisfaction survey across Directorates responsible for the development and implementation of solution roadmaps and to ensure successful introduction of technology solutions across the organization.
- Collaborate with management to develop annual budgets for respective Directorates
- Assist directorates in the development of solution concepts and business cases for new investments.
- Perform business analysis and prepare technology recommendations as needed.
- Create shared vision of their respective solutions and facilitate decision making and arbitration relating to trade-offs both within and between different solution platforms.
- Develop and implement sound rationale for portfolio management and managing product phase-in-phase-out plans, proactively anticipating gaps and overlaps within the IT portfolio.
- Create consensus with other functions as to the timing of solution introductions and withdrawals.
- Oversee the launch of solutions and help to maximize the positive impact on the organization.
- Identify, screen and evaluate new solution opportunities to address unmet (internal and external) customer needs.
- Possess strong analytical skills, including an understanding of business economics and financial resources.
- Act as the key liaison across all Directorates, including the information technology department, and outside vendors.
- Collaborate with architecture and IT operations teams to ensure solution compatibility with enterprise architecture

(Below are examples of general responsibilities only)

■ Position Selection Criteria

Technical Competencies

(These are the specialist skills required for the role. Below are examples only)

- Demonstrated experience in managing relationships and engaging business executives and other stakeholders
- Demonstrated experience across the full project life cycle, from initiative identification through completion
- Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units. Familiarity with industry trends and innovation.
- Excellent verbal and written communication skills, including the ability to capture and explain goals and objectives to business as well as technical leadership.
- Excellent analytical, collaboration and facilitation skills.
- Effective influencing and negotiation experience and skills in an environment with high competition for resources between business units.

- Possesses a high degree of political sensitivity, astuteness and the ability to effectively use the informal power structure of the organisation.
- Highly empathetic and able to apply different engagement styles to match the needs of a variety of business stakeholders, as well as temperaments and personalities.
- Familiarity with agile project/program management methodologies ideally across a range of projects.

Qualifications/Licenses

(These are the specific qualifications and licenses required for the role. Please note whether they are desired or essential. Below are examples only)

- Degree in Information Technology or equivalent years of experience.

Behavioural Capabilities

(Please select **3-5** of the following capabilities)

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters