

## Digital Services Lead

### Position Description

<b>Directorate</b>	Community and Environmental Services	<b>Department</b>	Cultural Services
<b>Reports To</b>	Manager Cultural Services	<b>Direct Reports</b>	Yes
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 8

#### Position Purpose

Lead the Department's digital services and business intelligence, using project management methodology, to support the delivery of high-quality, customer focused outcomes.

#### Key Responsibilities and Outcomes

As a Digital Service Team Leader and member of Cultural Services Department you will:

- Coordinate the Department's digital services, strategies, projects and initiatives in collaboration with senior stakeholders, to ensure high quality outcomes for customers.
- Lead the management of departmental systems, operational technology, and digital projects, using project management methodology and collaborating with Council's Technology Services Department as required.
- Lead the business intelligence function to ensure high quality reporting and analysis that supports the implementation of business process improvements.
- Provide expert advice, analysis and reporting in relation to departmental systems and operational technologies.
- Lead the Department's digital contract management function including proactive procurement, developing, and reviewing contemporary license and contract conditions and costs, vendor relationships, legal compliance, and contact performance.
- Provide leadership to the Digital Services team to ensure the Department is supported to deliver customer focused, high-quality outcomes.
- Build and manage high level relationships across a diverse range of internal and external stakeholders and contractors, leveraging relationships to secure optimal outcomes and meet identified community needs.
- Contribute to the development and review of operational and capital budgets, business plans and project plans and prepare high level reports, briefings, and presentations.

#### Our Values

Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader of

people, you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

**SERVICE**

**TEAMWORK**

**INTEGRITY**

**RESPECT**

**SUSTAINABILITY**

### Decision Making

<i>Budget</i>	\$400,000
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

### Knowledge & Experience

- Extensive professional knowledge and high-level experience in the strategic development and operational delivery of digital services to support contemporary cultural outcomes.
- High level knowledge and experience in the leadership of business intelligence to support business process improvements.
- Proven analytical, evaluation, financial and contract management skills in complex organisations.
- Significant successful project management experience in a digital or ICT environment.
- Substantial experience in the development of individual and team capabilities that contribute to fostering a healthy, inclusive, and well-connected workplace.
- Highly developed people and relationship skills with a demonstrated ability to work in a team environment and communicate and motivate effectively at all levels of the organisation.

### Qualifications

- Degree qualification in information technology, similar degree or equivalent experience.
- Current C class driver's licence.
- Current Working with children card for child related employment from Blue Card Services.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*