



Manager, IT Business Partnering

Position Description

Operations Pillar - The IT Team

The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology. It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner.

The IT Services team is a singular cohesive team, consists of three distinct areas; Development, Service Delivery, and Infrastructure. The Development area is responsible for providing and developing cost effective and robust solutions, while the Service Delivery team delivers user and application service support, and account management services with the organisation. The Infrastructure team support security, network, server (including Cloud) and operational duties within a 24x7 environment.

The Role

Leads, motivates and inspires a high performing IT Business Partnering team to deliver on Arts Centre Melbourne's strategic goals and functional tasks. A critical facilitator and leader for; communication, engagement, and technology / business alignment.

The Manager, IT Business Partnering is a senior member of the IT Team and will support transformation as well as representing/integrating the best interests of IT in the delivery of the Strategic and Corporate Plans, and ensure strategies and objectives are widely understood and supported. This role is part of the IT Leadership Team.

This role is a critical facilitator of information flow between the IT team and the wider business, managing IT's business alignment. The role leads the team responsible for engaging with ACM's business units and capturing their requirements, issues, and opportunities in a way that can be communicated with and addressed by the IT team. This team is also responsible for providing context and information to the business units in relation to relevant IT strategy, direction, and initiatives.

A second critical aspect to this role is to lead the team in regard to application SME capabilities. With a primary focus on ACM's enterprise systems, the Manager, IT Business Partnering leads the team in providing escalation support for the business unit's application users. This application knowledge will allow the team to support business units with issues and opportunities in relation to the effective and efficient use of these systems.

This role and the team they lead will be critical SMEs who are utilised for their application use and business context during technology projects, installations, and upgrades. They will work closely with the Team Lead – Technical Applications to collaborate and support each other effectively to deliver an application portfolio for ACM.

Type	Full Time ongoing
Reports to	Head, IT Service Delivery
Direct Reports	IT Business Partner (x 4)
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 5.1
Key Relationships	<i>Internal:</i> Leadership Team, digital and technology focused roles, business system owners, Manager Technical Applications <i>External:</i> Industry, Technology contacts, Vendors, Presenters.
Delegation	NA
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	June 2022



KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic and operational outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities, and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

Qualifications

- Relevant tertiary degree or equivalent professional experience in Information Technology or related discipline essential

Technical Experience

- Advanced experience as an application SME
- Ability to manage specialised technical subject matter experts
- Professional background in technical roles.
- Experience prioritising and balancing competing priorities with competing resource requirements.
- Awareness of enterprise architecture concepts, both technical and strategic
- Technical change management experience
- Advanced problem-solving skills.
- Experience managing technology product lifecycle
- Understanding of, and experience with various project management methodologies including agile and waterfall.

Leadership

- Experience in leading and developing subject matter experts with confidence and relative autonomy.
- Extensive experience of communicating, collaborating with, negotiating with, and influencing internal and external stakeholders of all levels.
- Ability to lead and inspire an operational team to deliver key objectives

Your skills and attributes

Attributes

- Confident gathering information and requirements in a methodical manner.
- Highly organised and detail oriented.
- Calm and clear headed in technical troubleshooting
- Comfortable engaging with stakeholders of varying levels and disciplines.
- Considers the enterprise view in solution design and stakeholder interactions.
- Curious, challenges assumptions to discover opportunities.
- Passionate and engaged with technology, keeps abreast of new technology developments.

Technical Skills

- Extensive experience with and understanding of current technology, and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes.
- Experience in managing processes and systems to ensure the effective delivery of technology / business alignment
- Knowledge of technology Architecture practices and principles



- Skilled in facilitating outcomes and leading and managing staff including delivering challenging projects within a complex organisational context
- Significant experience and/or interest in developing frameworks, processes, standards, guidelines, blueprints and best practices
- Significant experience in complex problem solving
- Critical thinking in the utilisation of data
- Extensive knowledge of and experience in gathering, understanding, and documenting requirements.

Business Acumen

- Experience with problem-solving in relation to business (organisational) issues or opportunities.
- Experience considering / capturing and explaining Risk
- Project literacy and experience managing project and operational priorities
- Vendor management
- Operational and strategic decision-making experience
- Proven ability to find and use data to support decision making
- Builds data requirements into solution design
- Proven ability to lead and influence outcomes and decisions with a range of stakeholders.
- Proven ability to document and present technology options to business stakeholders

Communication

- Ability to engage with and communicate with business stakeholders on technical undertakings.
- Ability to articulate highly technical concepts in tailored business terms to broker organisational outcomes with business unit stakeholders.
- Advanced experience in creating; technical reports, options papers, documentation
- Ability to present to business units, technical teams, and subject matter experts of various disciplines.
- Ability to facilitate technical meetings / workshops during solution design, or trouble-shooting periods.
- Extensive experience working with highly technical teams or diverse skillsets.

Accountabilities:

Operational:

- Collaborative planning with the senior IT members and related stakeholders.
- Senior stakeholder in IT's business alignment processes.
- Leadership of a team who engage with business units, are application SMEs, capture business requirements, create knowledge articles, manage vendors, and facilitate two way business – IT alignment as advocates of both IT and the customer.
- Prepare reports and options papers to a high level for a range of stakeholders.
- Project management and delivery.
- Manage People functions within the team including leave management, performance development and training identification, and support continuous improvement.
- Foster and maintain a close and collaborative working relationship between the IT Business Partnering and Technical Applications teams
- Vendor management and contract management
- Business analysis for system implementations and optimisation.
- Contribute to the strategic direction of ACM's technology architecture.

Leadership:

- Demonstrate and role model leadership behaviours and traits in line with ACM's values.
- Lead and foster an environment of continuous improvement, and innovation.
- Communicate and advocate technology strategy.
- Build and advocate digital capabilities in projects and undertakings.
- Identify and communicate technology opportunities from interactions with other business units, as well as external partners and parties.

Decision making:

- Provide and receive guidance and support from the Head, IT Service Delivery in decision making to achieve the accountabilities associated with leading the Business Partnering and Application Analysts.



- Input into the decisions relating to the Service Delivery objectives.
- Lead and make decisions in relation to IT business alignment strategy.
- Make decisions which have been escalated from within the IT Business Partnering team.
- Operate autonomously, make decisions and resolve issues to achieve the accountabilities.
- Under direction from the Executive Team operate autonomously and make tactical decisions under pressure to achieve accountabilities.
- Be required to balance the competing enquiries and immediate demands of internal and external stakeholders.
- Be required to represent Arts Centre Melbourne in managing relationships with vendors and customers.
- High levels of autonomy expected.

Systems:

- Use office productivity software effectively
- SME level knowledge for ACM's critical systems
- Understand business processes relating to ACM systems
- Understand application interactions from a business context
- Understand application lifecycle principles

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- Leadership – courage and conviction.
- Creativity – a boundless imagination.
- Care More – a place for everybody.
- Community – working together.
- Equity – fairness & justice.