

POSITION DESCRIPTION – **MANAGER**

Position Title	IT Engagement Manager	Department	Information Technology
Location	Sydney	Direct/Indirect Reports	
Reports to	Head of Architecture and Planning	Date Revised	September 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0045124

■ 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

Reporting to the Head of Architecture and Planning, the IT Engagement Manager serves as the strategic interface between the business and IT for business technology strategy development, solution discovery, service management, risk management and relationship management.

The IT Engagement Manager provides highly valued strategic consulting support and is an influential liaison role ensuring the delivery of key business outcomes and alignment of goals between business and IT.

Working with the Architecture and Planning team, the IT Engagement Manager will have access to Architects, Platform Owners and Business Analysts to ensure initiatives remain consistent with the organisation direction and our capability to deliver.

The IT Engagement Manager will:

- Be the interface between Red Cross Directorates & Functions and the IT Teams
- Be a trusted IT partner with Directorates & Functions across the organisation
- Have exceptional communication and interpersonal skills
- Have a deep understanding of our business model and business processes
- Understand how the use of technology can improve and innovate around our business model

■ Position Responsibilities

Key Responsibilities

Business Partnership

- Partner with the business teams during their strategy formation to ensure IT provides relevant and appropriate advice to support leveraging off existing or new systems and infrastructure and alignment to the business and IT strategy
- Develop and manage relationships with the business teams to help understand their business strategies, ensuring assessment of the IT impact of such strategies
- Involvement in business leadership forums to ensure that IT and business functions are aligned and informed
- Ensure technology initiatives of the business teams are in line with the overall IT Strategy

- Play a lead role in enabling the business teams to achieve their objectives through the effective use of technology
- Build an effective and mutually beneficial client service relationship between the business teams and IT
- Ensure IT initiated change that impacts the business teams demonstrates value to the business.
- Work with the business and IT Architecture teams to promote solution re-use to maximise value from existing IT investments.

Communication Skills

- Use your communication skills to interpret and articulate business needs into technology solutions.
- You will have excellent verbal communication skills and be an active listener in order to fully appreciate the business problem which is being presented.
- You will also have excellent visual presentation skills and use these skills to draw simple, clear and concise visual representations of the vision you are articulating.
- Ability to present to multiple levels of authority within the organisation, this includes executive presentations through to knowledge workers, and have the ability to tailor your presentation skills to meet the audience.

Nurture Innovation

- As the interface between the Business and IT, you will need to assist all parties to think outside of the box and encourage innovation. With the assistance of the Architecture team, you will challenge the status quo and think differently when approaching a business problem.

Business Solution Design

- With the organisation and IT Strategy available as a guide, you will work with business units to fully understand the current business process and design the vision for the future state.
- You will work with the IT teams to ensure that the future vision meets Architecture and Security standards and highlight gaps in capacity and capability.
- Initiatives proposed will have had a review into the feasibility of the proposal – this feasibility should include commercial, technical and legal and ensure that it is designed to align with the organisation needs.

Technical Competencies

Essential Experience

- Demonstrated experience in senior IT management roles, including architecture, infrastructure, strategic technology planning and policy development
- Experience in a variety of complex IT architecture projects, coupled with a demonstrated ability to lead and direct staff in all phases of enterprise-wide IT architecture development, projects & initiatives
- Possesses a solid mix of technology and business experience, emphasising Enterprise Architecture design, development and implementation
- Exposure to business theory, business processes, management, budgeting, and business office operations
- Ability to negotiate, set and manage priorities
- Excellent written and oral communication skills
- Excellent interpersonal skills
- Strong tactical skills
- Ability to articulate ideas to both technical and non-technical addressees
- Exceptionally self-motivated and directed
- Keen attention to detail
- Superior analytical, evaluative, and problem-solving abilities
- Exceptional service orientation
- Ability to motivate in a team-oriented, collaborative environment

Competencies

- Strong team-building and staff development experience
- A demonstrated ability to solve problems in a complex environment
- Practical communication skills, written and verbal

- Proven ability to translate business requirements into practical solutions
- Demonstrated desire to work as a part of a high performing team
- Proven ability to operate effectively in a geographically diverse environment
- Demonstrated vendor relationship management experience
- Highly developed facilitation, negotiation and influencing skills

Qualifications

- Degree in Computer Science, Computer Engineering, Systems Engineering or similar essential
- Relevant industry-specific qualifications will be highly regarded
- Police Check mandatory requirement for this role

Behavioural 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 | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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.

■ 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 Ethical Framework 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
- 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