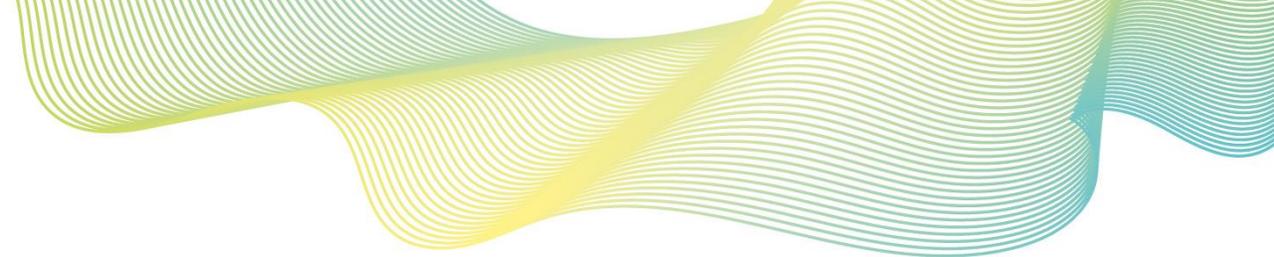


Ready to challenge yourself?

At Hydro Tasmania, we're leaders in renewable energy, powering Australia with clean hydropower. We really care about making a difference for the better, but it's a big job, and we can't do it alone. Which is where you come in.

A career with us will support you to be the best you can be with open working relationships, genuine opportunity to try things your way, and unwavering commitment to excellence.

Together we'll make a difference.



Position Description: IT Service Delivery Lead

Role overview

- **Position classification:** EL6
- **Number of direct reports:** < 5
- **Delegation Level:** DL6 < 20k
- **Team, business area:** IT, Finance
- **Immediate manager:** Manager IT Operations
- **Manager-one-removed:** Head of IT

Role purpose

The IT Service Delivery Lead will help us achieve operational excellence by being responsible for maturing, embedding and providing expert advice on best practice ITIL processes such as Incident Management, Problem Management and Knowledge Management.

As a key stakeholder of our ITSM platform, ServiceNow, this role will collaborate across IT and engage the business to ensure that our Service Portal is a seamless experience for our people.

Supporting the IT Operations team in managing the delivery of small to medium initiatives and enhancements will also form part of this role.

Position Description: IT Service Delivery Lead

Role accountabilities

Strategy Execution (customer, community and stakeholders)

- Lead and support the ongoing maturation of ITIL service operations capability.
- Regularly review and update processes to align to changing business needs and technology trends.
- Drive improvements within the ITSM platform to ensure it is a seamless customer experience.
- Develop weekly, monthly, annual performance reports that support continuous improvement in service delivery across IT.

Financial (budget expenditure, revenue, profit targets, etc)

- Manage capital budgets, including procurement, vendor engagement and resourcing to assist with delivery of small to medium initiatives and enhancements.
- Assist the Manager IT Operations and other IT Operations Leads with maintaining an optimised operational budget.

Leadership and Organisation

- Develop and lead a team with the right capabilities, experience and behaviours to successfully deliver on our IT strategic goals.
- Identify new areas and opportunities and work with internal stakeholders to translate this into delivered value.
- Work collaboratively across IT and the business to deliver services to a high standard.

Technical

- Provide expert advice and guidance in relation to ITIL processes and procedures, including the development, implementation and review.
- Manage, document and mature ITIL processes such as Incident Management (including Major Incident Management) and Problem Management.
- Formalise a meeting structure to ensure that recurring issues within the IT environment are remediated in a timely manner.
- Provide expert advice to Manager IT Operations and broader IT team regarding ITIL framework, operational initiatives and enhancements.
- Responsible for managing backlogs of enhancements and integrations within the ITSM platform.

Position Description: IT Service Delivery Lead

Candidate attributes

Technical skills and qualifications

- Bachelor's degree in relevant Information Technology discipline or equivalent industry experience.
- Minimum ITIL V3/V4 Foundations certification or equivalent industry experience.

Experience

- Ten years' minimum in an IT Service Delivery management role or similar.
- Demonstrated experience in managing ITIL processes and ITSM platforms in a similar enterprise environment.
- Project Management qualification and/or experience would be beneficial.

Capabilities

- Strong leadership skills with the ability to think strategically in an evolving and complex IT environment.
- High level written and oral communication skills with the ability to build effective working relationships with senior managers and peers across the business.

- Strong management capability, including the ability to plan and schedule resources and priorities, manage and motivate a team, and maintain a safe work environment.

Change leader

- You identify and implement opportunities for continuous improvement within your team and across the business.
- You apply change management methodology to your business area objectives, focusing on the future state and achieving positive and sustainable outcomes.
- You display resilience and persistence to achieve positive change outcomes.

Growth mindset

- You see challenges and failures as opportunities.
- You actively seek and learn from feedback.
- You have a mindset of development, determination and opportunity.

Behavioural competencies

- See the Behavioural Competency Framework on the following page.

Position Description: IT Service Delivery Lead

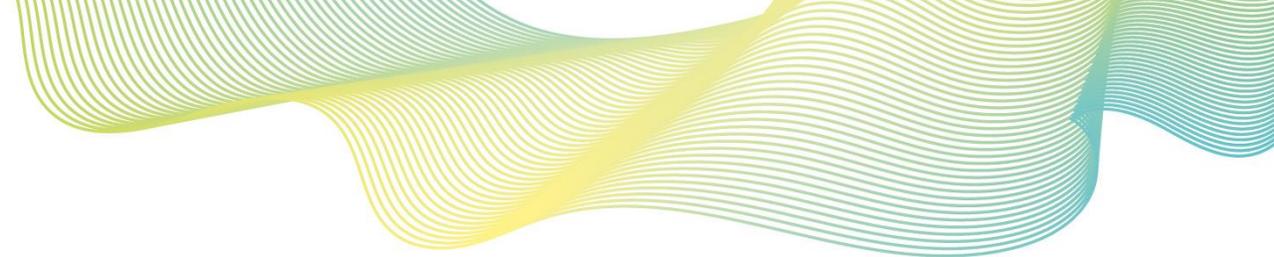
Behavioural Competency Framework

Competency	Description	All of us
Innovation & Continuous Improvement	Looks for new and better ways of doing things. Adapts to change to promote growth and improvement.	<ul style="list-style-type: none"> Continually looks for opportunities for Lean improvements Follows ideas through to action, reflects and always seeks to do better Demonstrates diverse thinking and embraces change Encourages peers to do the same
Collaboration	Breaks down silos, works across boundaries and builds relationships to achieve outstanding results to be proud of.	<ul style="list-style-type: none"> Actively looks for opportunities to share knowledge and utilise strengths Works co-operatively to achieve shared objectives Recognises others for their contributions and accomplishments Gains and demonstrates trust and support for others through actions
Builds effective working relationships	Embraces and encourages an environment of respect and trust.	<ul style="list-style-type: none"> Supports equal and fair treatment for all Is seen as a team player and finds common ground in a respectful way Seeks and provides feedback to improve working relationships
Accountability	Stands up and takes ownership for achieving results. Sets high standards for self and others.	<ul style="list-style-type: none"> Follows through on commitments and encourages others do the same Takes personal responsibility for own timely and quality activities Designs feedback into the ways of work to support 'growth mindset' Provides exceptional service to stakeholders and customers
Judgement	Identifies and acts on issues and develops quality solution, setting high standards of decision making.	<ul style="list-style-type: none"> Always role models our values Demonstrates rigor to make effective and quality decisions Stands up and acts when issues arise with a sound and level-headed approach. Keeps informed of activities and evolutions in the broader business

Leadership Behavioural Competency Framework



Competency	People Leaders and Senior/Specialists Experts (need to demonstrate competence at 'all of us' level, in addition to the below five General Behavioural competencies People leaders also need to demonstrate the two Leadership competencies):	Senior Leaders (Senior Leaders need to demonstrate competence at 'all of us' & People Leaders levels, in addition to the below):
Innovation & Continuous Improvement	<ul style="list-style-type: none"> • Encourages diverse thinking and curiosity • Creates space for others to improve and innovate • Celebrates successes and learns from mistakes, both personal and within the team • Ensures Lean and continuous improvement initiatives are shared and applied across the business 	<ul style="list-style-type: none"> • Applies multiple, varied approaches to foster and facilitate innovative ideas • Respectfully challenges the status quo to continually evolve the way we do things • Drives teams and individuals to adopt and sustain change
Collaboration	<ul style="list-style-type: none"> • Actively creates a climate that breaks down silos • Promotes and communicates shared contributions and goals widely • Leans in to tackle challenges outside of own traditional scope 	<ul style="list-style-type: none"> • Facilitates open, 2-way dialogue across business areas and with a wide variety of stakeholders • Shares successes and learnings within the Leadership Teams and across the business
Builds effective working relationships	<ul style="list-style-type: none"> • Demonstrates a genuine interest in people across teams • Can effectively influence outcomes for the team and business • Can effectively resolve conflicts and problems swiftly • Uses feedback to grow self and others 	<ul style="list-style-type: none"> • Builds effective internal and external networks • Can influence broadly at all levels • Builds an environment of trust while embracing healthy and respectful debate
Accountability	<ul style="list-style-type: none"> • Connects teams to business priorities and empowers others to achieve established objectives • Establishes and meets stakeholder and customer needs • Drives individual accountability within and across teams • Regularly provides genuine and constructive feedback to peers and team members, providing opportunities for growth 	<ul style="list-style-type: none"> • Establishes clear team objectives that are aligned to what truly matters to achieve success • Inspires others to assume ownership of goals and achieve results • Actively engages in broader multi faceted programs of work across the business
Judgement	<ul style="list-style-type: none"> • Makes well informed decisions, even when information is incomplete or not clear • Anticipates issues, sees opportunities and acts on these • Considers business challenges outside of immediate business area and engages in critical questioning/discussions with peers 	<ul style="list-style-type: none"> • Provides clarity for others, even when issues are complex • Makes sound complex or tough multi tiered decisions that achieve the right business outcomes • Proactively engages in cross business matters and initiates critical questioning/thinking with other leaders • Shifts gear based on changing organisational needs or climate
Leading & inspiring others	<ul style="list-style-type: none"> • Creates and develops a team where people are empowered and want to do their best • Fosters feeling of positivity, belonging and invites curiosity and input from all 	<ul style="list-style-type: none"> • Builds high-performing and diverse teams that have impact • Instils a relentless focus on customer and stakeholders in others • Builds the talent and capability of the workforce to meet future needs • Mentors colleagues across the business
Leading into the future	<ul style="list-style-type: none"> • Demonstrates personal commitment to the strategy, vision and purpose • Can articulate to others the Hydro Tasmania vision and purpose in an inspiring way • Creates positivity and empowers others to embrace change and look for the opportunity in every challenge. 	<ul style="list-style-type: none"> • Creates and delivers strategic plans to ensure the organisation moves towards its vision • Can distil the meaning of strategy, vision and purpose and positively influence the way others feel about the future and engage in their work



Organisational Values: **Our Way**



All about our customers

Creating a brighter future for our customers is at the heart of every decision we make. We take time to listen, learn and adapt to deliver innovative product solutions impact solutions that genuinely meet their needs.



Keep each other safe

We've got each other's backs. We care for the well-being of our colleagues and communities and we courageously speak up when things aren't right.



Do the right thing

It's up to all of us to leave a positive legacy for this world. We do the right thing by each other, our communities and our planet by acting with integrity and honesty in all that we do.



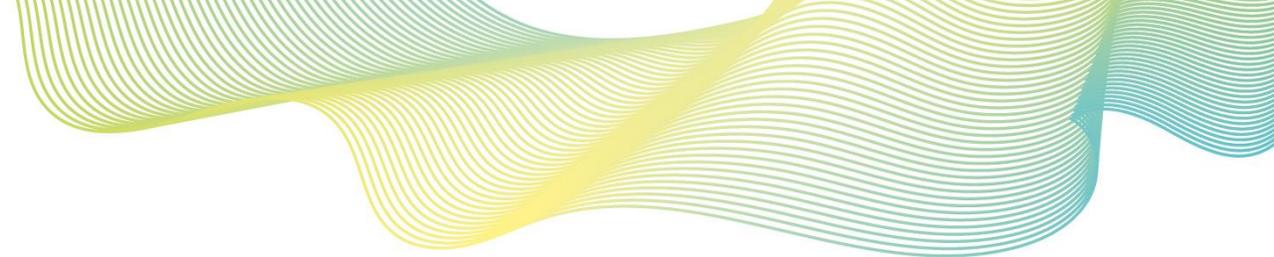
Better together

We create meaningful opportunities when we work together to unlock the power of our diverse talents. We can do great things when we listen and learn from each other's perspectives.



Find a way

We're up for solving even the toughest challenges. We collaborate, innovate and persevere until the job is done. And then we get up and do it again.



Organisational Requirements

Health, safety and security

Fosters and adheres to a culture that enables self and others' safety to make good choices at the forefront of all actions. Contributes to our ability to deliver our services by demonstrating an understanding of cyber security standards and applying them to relevant activities in the workplace.

Compliance and standards

Ensures compliance through actively engaging with stakeholders and maintains awareness of relevant legislation, laws, regulations, standards, codes and Hydro Group policies and procedures. Influences continuous improvement and positive outcomes so they are viewed as adding value.

Diversity and inclusion

Hydro Tasmania group supports applications from all members of our community and equitable access to our employment opportunities. We are open to discussing workplace flexibility in all our vacancies, to ensure we can attract the best candidates and accommodate individual needs, differences, disabilities and working arrangements, even in ways we have not thought of. Our merit based recruitment practices are founded on building diversity by fostering an inclusive, flexible and equitable workplace.