



Position Description

Title:	Executive Leader, Technology Transformation	Grade: Senior Officer
Reports to:	Chief Executive	Number of Direct Reports: TBD
Budget:	\$15m+	

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

Why is this role important to ReturnToWorkSA

RTWSA has commenced its business and consumer systems transformation program. The transition is informed by a Business Systems Strategy (BSS) roadmap that has been endorsed by RTWSA's management and Board. The roadmap includes activities to maintain, evolve and transform business system capabilities across RTWSA, including our outsourced claims management activities.

The Executive Leader, Technology Transformation is a member of the Executive Leadership Team (ELT) and will execute the BSS program collaboratively with the ELT. This role will work closely with the Executive Leader, Technology Systems and Service to ensure that the transformation provides seamless ongoing technology support for critical business operations.

Key Result Areas (KRA)

1. Leadership and management responsibilities

As a leader within the business, in everyday interactions and when under pressure we expect our leaders will engender respect, confidence, openness and trust by demonstrating they are:

- Calm, dependable and stable
- Diplomatic and empathetic
- Considerate and supportive of others
- Create and sustain positive relationships
- Achievement oriented and driven
- Self-confident but remain humble
- Reasoned and pragmatic
- Aware of their personal impact
- Maintain a psychologically safe environment for others
- Work collaboratively across the business to achieve organisational goals.

As the Leader of a program team:

- Develop and implement program plans and initiatives aligned to RTWSA's strategic objectives
- Manage program resources, systems, process and financial management.
- Implement relevant program management processes, tools and practices
- Foster a team culture of professional excellence, accountability and innovation focussed on delivering quality business and customer outcomes
- Articulate clear links between RTWSA's goals and strategy to provide meaning and purpose for team members
- Regularly review individual and collective performance
- Ensure proactive employee performance and development
- Provide strategic and operational advice on matters within area of expertise

2. Lead and manage a technology transformation program to ensure that RTWSA effectively evolves and transitions its technology landscape

- Lead the execution of the BSS program to deliver agreed business outcomes and enable the achievement of strategic objectives
- Implement and optimise a technology suite that supports RTWSA over the next 5 to 10 years, and be capable of adapting to the evolving needs of the business
- Improve operational efficiency enabled through an integrated, simplified technology landscape that provides optimal user experience, supports data driven decision making and streamlines reporting
- Collaborate with key users and stakeholders to identify key functional requirements for a customer-centric future insurance system including, claims processing, financial processing, claims management, premiums management and other relevant considerations
- Ensure robust technical assessment of the current and future-state environment which includes cloud, data analytics and consolidation / reconciliation of multiple systems
- Identify financial and governance implications of systems and infrastructure procurement, including market analysis and cash flow considerations
- Ensure strategic alignment in all aspects of implementation and execution with user and customer experience being a key focus

3. Ensure program governance is in place to successfully implement the Business Systems Strategy (BSS)

- Review and refine (where necessary) existing program governance model
- Establish a program team, and where available leverage existing expertise and look to create opportunities to build broader capability within the team and across the business
- Review BSS artefacts to gain a deep appreciation for business needs, drivers and expected outcomes
- Implement measurement and reporting to provide regular reports to the Executive team, Board Technology Committee and Board where applicable
- Negotiate procurement within RTWSA and government guidelines, including seeking Cabinet approval
- Integrate, test, embed, manage and optimise the technology suite
- Ensure integrated suite meets stringent security and data governance requirements
- Assess organisational readiness and technological competence
- Ensure the implementation of timely and effective organisational change methodologies to support business users to transition to and optimise to new technologies

Person Specification	
<i>Capability required: skills, knowledge, experience and qualifications</i>	
Accomplished leader of functions and people	<ul style="list-style-type: none"> ▪ Demonstrated experience in successfully leading complex technology transformation programs ▪ Experience in leading and influencing the cultural shift of customer centric technology and services, with an eye on transitioning to and sustaining outside-in product and service design ▪ Demonstrated experience in complex procurement management and managing optimal contract outcomes throughout the contract lifecycle ▪ Evidence of working constructively with vendors to achieve business outcomes ▪ Strong emotional intelligence, personal leadership, political and business acumen ▪ Extensive experience in providing strategic leadership and influencing and leading change in complex organisations ▪ Experience in driving business improvement activities to deliver great service and efficient business operations ▪ The capacity to identify and control risks to the organisation that fall within the scope of the program ▪ Proven ability to work constructively with, and provide high level advice and recommendations to a CEO, executive team, Board and key stakeholders ▪ Demonstrated ability to build, maintain and leverage key relationships, including strong communication, negotiation and influencing skills ▪ Demonstrated ability to understand the complexities and challenges of a government owned business that encompasses financial services and regulatory functions ▪ Demonstrated ability to work across the business to achieve its strategic objectives ▪ Experience developing and managing a significant budget with an emphasis on affordability and value of service
<i>Individual competencies</i>	
Able to lead and motivate a team	<ul style="list-style-type: none"> ▪ Demonstrated exemplary personal leadership that illustrates an ability to lead with integrity and courage, build trust and engage others on the delivery of organisational objectives ▪ Proven experience in leading a successful team with complex and technical systems, including a track record for designing and embedding a team culture focused on professional excellence, innovation and a strong customer focus ▪ Appropriate qualifications in management ▪ Evidence of successfully leading significant business focussed change initiatives
Think and act strategically	<ul style="list-style-type: none"> ▪ Demonstrated ability to consider opportunities and challenges from multiple perspectives to make effective decisions that generate viable options and enable realisation of the organisation's Mission and Vision.
Apply professional judgement	<ul style="list-style-type: none"> ▪ Evidence of the ability to draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders.
Understand the business	<ul style="list-style-type: none"> ▪ Evidence of the ability to use expertise and knowledge of the organisation, environment, insurance markets and customers to identify opportunities, risks and returns.
Communicate influentially	<ul style="list-style-type: none"> ▪ While considering others' perspectives, positively influence others' understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes.

Lead change	<ul style="list-style-type: none"> Proven ability to design, communicate and embed holistic change plans that enable the organisation to transition to new ways
Hold to account	<ul style="list-style-type: none"> Evidence of the ability to hold self and others to account for their actions, behaviour, performance standards and achieving outcomes.
Build organisational capability	<ul style="list-style-type: none"> Demonstrated commitment to building on an organisation's strengths and developing its capability and service systems to deliver on the organisation's strategic plan.

Notwithstanding the above, other duties as required.

Special Requirements/Conditions
Some intra and interstate travel may be required

