

Chief Technology Officer

Role data

Position no.	E12694	Work area profile	Technology
Work level classification	Executive	Directorate/Business unit	Technology
Reports to (role)	Chief Executive Officer	Location	Melbourne or Sydney
No. direct reports	5+	No. of indirect reports	80+
Version date	October 2024	Tenure	Fixed-term, full-time

The Organisation

The Australian Health Practitioner Regulation Agency (Ahpra) is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions.

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community.

With offices in each State / Territory, Ahpra represents National Scheme interests with key community, professional, employer and government stakeholders with local operations governed by the Health Practitioner Regulation National Law Act as in force in each State / Territory.

Role purpose

Reporting to the Chief Executive Officer (CEO) and a member of the National Executive, this role will be accountable to lead and develop Ahpra's Technology vision and strategy, during a period of significant digital investment and transformation. The Chief Technology Officer (CTO) will be accountable for building the required digital and technology business capabilities necessary to deliver Ahpra's strategic plan, through development of sustainable and cost-effective digital solutions to ensure that Ahpra's technology offering meets the needs of its stakeholders.

The CTO will provide strategic direction and leadership of the Technology Directorate to define Ahpra's Technology infrastructure blueprint and strategic roadmap, build Ahpra's digital and technology capabilities, and transform the organisation to become more technology and digitally enabled. The role will be responsible—with support from Ahpra's National Executive—for establishing a future state technology operating model and implementing structural and systemic changes necessary to secure requisite capabilities to deliver benefits to the organisation.

As a member of the National Executive team, the CTO will support a whole of organisation approach to the delivery of Ahpra's strategic priorities while highlighting opportunities for continuous improvement in delivering contemporary, robust, secure, and reliable IT services that support more efficient and commercially sustainable operational delivery.

Key accountabilities

- Provide subject matter expertise in the leadership, development, and execution of a renewed Technology vision and strategy, that meets the strategic objectives and operational requirements of the organisation.
- Provide executive oversight for the entire Technology lifecycle of core and business technology infrastructure, encompassing networks, architecture, security (physical and information assets), telephony, and end-user computing.

- Provide direction and accountability in the creation of an enterprise technology capability strategy that aligns to Ahpra's future operating model and leverages technology to deliver benefits to the business.
- Negotiate commercially viable and sustainable relationships with external vendors, suppliers, and IT service providers, that represent value-for-money and achieve operational outcomes.
- Deliver a Technology budget that meets operational requirements, enables the meeting of strategic priorities, and is commercially sustainable.
- Provide technical leadership to both internal and external development teams ensuring infrastructure is fit for purpose whilst meeting time and budget constraints.
- Lead the establishment and implementation of strategies, programs, and processes to build Ahpra's cyber resilience, to effectively manage threats and associate risks to information security.
- Ensure business delivery and planning incorporates risk management, quality assurance and quality improvement to effectively deliver on Ahpra's strategic organisational objectives.
- Assure that the organisation's business processes are compliant with relevant legislation and that the organisation operates according to the principles embedded in relevant standards.
- Monitor the provision of IT services, levels of service and service quality, by proactively managing operational and strategic risks and issues which may impact service delivery.
- Provide technical leadership to establish parameters for future investment in emerging and innovative technologies and artificial intelligence, to streamline operations and deliver improved stakeholder experiences, while balancing benefits with risks and unintended consequences.
- Partner with the business and IT leaders to identify opportunities for process optimisation, automation, operational efficiencies, and cost reductions through technology.
- Create a positive work environment that encourages teamwork, collaboration, and cooperation between and among teams.
- Drive change management initiatives and foster a culture of continuous improvement with the technology team.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - Enhance and encourage direct reports' potential through development and coaching activities,
 - Take actions to close identified performance gaps in a timely and effective manner,
 - Comply with Ahpra performance objectives setting, review and development processes, and
 - Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behavior.
- Commits to eliminating or reducing physical and / or psychosocial risks to the health, safety and wellbeing of all workers so far as reasonably practicable, by effectively discharging all responsibilities as defined by Ahpra's policies and procedures and health and safety legislation.
- Health safety and wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - take reasonable care for own and others' health, safety and wellbeing.
 - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.

Capabilities for the role

The Ahpra [Capability framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Highly Advanced
Generates and delivers the strategic vision	Highly Advanced
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Advanced
Builds constructive working relationships	Highly Advanced
Communicates effectively	Highly Advanced
Demonstrates accountability in delivering results	Highly Advanced
Uses information and technology systems	Advanced
Displays personal drive and integrity	Highly Advanced

Qualifications and experience

Qualifications/Experience	Required
Qualifications	A bachelor level qualification in a business-related discipline is highly desirable, or equivalent years of professional experience in a similar position.
Experience	<p>Demonstrated leadership and delivery of significant technology programs linked to business outcomes at an executive level.</p> <p>Demonstrated ability to recognise and resolve critical and sensitive issues and provide executive level advice to Committees and Boards.</p> <p>Exceptional communication skills with an ability to liaise, negotiate, consult and manage change at the executive level.</p> <p>Demonstrated ability to develop business cases and make sound recommendations based on organisational maturity, budget and change readiness.</p> <p>Experience managing a team of IT professionals with a focus on building capability, developing talent, and creating a culture of</p>

	<p>collaboration and support, whilst maintaining clear ownership of accountabilities and responsibilities.</p> <p>Strong business and commercial acumen in managing high risk projects in a politically sensitive environment on time and within budget.</p>
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Key relationships

Internal relationships	External relationships
Chief Executive Officer	Vendors and suppliers
National Executive	Industry bodies
Ahpra Board and its sub-committees	Government agencies, statutory authorities, and peak bodies
Ahpra Senior Leaders (National Directors)	
National Boards	
Direct reports and team	