

Role Name: National Director – IT Service Management and Operations

Role data

Position no.	E11985	Work Area Profile	IT Service Management and Operations
Work Level Classification	Executive Contract	Directorate/Business Unit	Technology
Reports to (role)	Chief Technology Officer	Location	Melbourne
No. direct reports	4+	No. of indirect reports	20+
Version date	October 2024	Tenure	TBC

Work Area Profile

The Technology directorate provides technology services and solutions that advance the Ahpra vision, purpose and strategic goals. The Directorate supports Ahpra’s users, leadership, external stakeholders and practitioners with customer-oriented service and a robust and reliable technology environment that encourages effective and innovative ways of using technology in all facets of Ahpra’s operations.

IT Service Management and Operations ensures that IT services are delivered and managed reliably, seamlessly and transparently for all Ahpra internal and external users.

Role purpose

The National Director - IT Service Management and Operations ensures delivery of reliable, seamless, timely and transparent information technology services to stakeholders that builds trust and confidence in the work of IT Service Management and Operations and the broader directorate.

The role also acts as the point of escalation, review and approval for key issues and decisions for all IT Service Management and Technical Operations domains.

Key Accountabilities

- Develop and lead the strategy for the transformation of the Service Management and Operations function, and including the implementation of the strategy
- Develop and deliver the IT Service Management and Operations strategic plan and associated governance framework, aligned with the overarching directorate and Ahpra strategy
- Build collaborative and productive working relationships within and externally of Ahpra (including key vendors) to support the delivery of Ahpra’s and the directorate’s strategic priorities
- Drive the maturing and professionalism of IT Service Management and Operations capabilities, including workforce management
- Oversee IT Service Management and Operations service delivery through quality assurance practices, performance indicators and other recognised monitoring methodologies
- Manage operational costs against approved budget and agreed deliverables
- Forecast and proactively identify key risks and develop risk mitigation strategies
- Maximise team productivity for efficiency of day to day service delivery

- Ensure a close and collaborative working relationship with the IT Service Development function to facilitate efficient and stable transition of IT service changes to business as usual operations
- Provide expert high-level technical systems, service and policy advice as required
- Drive a culture of continuous improvement by seeking opportunities to review and improve processes across the role scope and system/services
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance meaning 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
 - Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning 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	Highly Advanced
Displays leadership	Highly Advanced
Generates and delivers the strategic vision	Advanced
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Highly Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Highly Advanced
Uses information and technology systems	Highly advanced
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	<p>ITIL 3 or 4 practitioner level certification</p> <p>Minimum Bachelor's Degree in Information Technology: Computer Science, Information Science (or equivalent experience)</p> <p>Post-graduate qualification in relevant Information Technology and/or Management/Leadership is highly regarded</p>
Experience	<p>Extensive knowledge of IT service management and operations processes (ITIL) and proven experience in delivering improvements to these processes</p> <p>Extensive leadership and management experience in professionalising and operating a highly efficient IT Service Management and Operations function</p> <p>Very strong experience in managing and integrating internal and external (vendor) IT service delivery teams in the delivery of seamless services and processes</p> <p>Extensive experience in guiding and influencing stakeholders in technical matters and associated implications, at executive and senior management levels</p> <p>Deep IT technical expertise and a significant understanding of underlying business processes and systems</p>

Key Relationships

Internal Relationships	External Relationships
CTO and Directorate peers	Technology vendors
Ahpra National Executive	Contracted IT operational service vendors
Ahpra Directorate leadership teams	