

National Director, IT Partnerships & Innovation

Role data

Position no.	TBC	Work area profile	Technology
Work level classification	Executive	Directorate/Business unit	Technology
Reports to (role)	Chief Technology Officer	Location	Various
No. direct reports	4+	No. of indirect reports	1 – 6
Version date	August 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 Technology Officer (CTO) and a member of the Technology Senior Leadership Team (SLT), this role is accountable for providing strategic commercial leadership in the management of Ahpra's information technology contract portfolio. The National Director, IT Commercial Management is responsible for developing business strategies and executable business plans to drive value-for-money and commercial viability in Ahpra's partnerships with IT service delivery partners.

Working in partnership with Technology senior leaders, along with Ahpra's Legal, Finance & Procurement and People & Culture teams, the National Director, IT Commercial Management is responsible for providing stakeholders with timely commercial, financial and overall service performance information related to the Technology Directorate's operations management. The role manages the support activities relating to commercial services, management information and control, operational risk management, technology finance and technology workforce management.

Leading a small team of subject specialists, the role prioritises, directs and integrates the work of the team, to provide information and guidance to the CTO, Technology SLT, and governance forums, including National Executive and Ahpra Board, regarding industrial standards and specifications pertaining to IT management and governance. This includes assessing Ahpra's readiness to respond to shifting trends in IT management and governance, including the potential future need for Ahpra to comply with IT accreditation standards and programs.

The National Director, IT Commercial Management also works in partnership with other Senior Leaders within the Technology directorate and throughout the business, to monitor the external environment for new and emerging technologies (including, but not limited to Artificial Intelligence), and leading development of policies and processes, and business cases, to assess the commercial viability of the technologies to enhance performance and productivity.

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.
- Lead the establishment and implementation of strategies, programs, and processes to build Ahpra's IT Commercial capabilities.
- Develop existing relationship with Ahpra's Procurement and Legal functions to manage the full procurement activity and lifecycle of vendors, including the negotiation and agreement of contracts, focusing on IT specific aspects.
- Foster positive relationships with technology vendors and delivery partners, through open communication, addressing vendor inquiries and concerns, and advocating for the organisation's interests, including during contract negotiations.
- Manage operational costs against approved technology budgets.
- Produce clear IT performance reporting by systematic gathering, processing, and consolidation of information gathered from the across the Technology, Finance and Risk, and People & Culture directorates, and other stakeholders for reporting to directorate leadership and other key Ahpra stakeholders.
- Deliver IT Commercial Management services through quality assurance practices, performance indicators, and other recognised monitoring methodologies.
- Monitor and maintain an awareness of existing an emerging government and industry standards and specifications to determine potential impacts on Ahpra's operations and assess potential gaps in existing technology governance and risk controls.
- Lead the development of an organisational software licensing strategy to optimise license usage, to maximise value, and minimise costs. This includes identifying opportunities for license consolidation, reallocating unused licenses, and exploring alternative licensing models that offer better value for money.
- Lead the provision of proactive, authoritative advice to the CTO and Ahpra CEO to promote understanding, appreciation of, and compliance with the protocols, procedures and standards associated with the machinery of government, including coordinating expert advice from within the Technology directorate, to inform Ministerial papers and CEO preparedness for Senate Estimates enquires.
- Provide regular reporting on strategic and operational risks, program status reporting, and environmental considerations to Ahpra's governance forums, ensuring that complex technical terms and 'jargon' are translated into audience-specific communications.
- Drive change management initiatives and foster a culture of continuous improvement with the IT Commercial Management function.
- Create a positive work environment that encourages teamwork, collaboration, and cooperation between and among teams.
- Assure that IT Commercial processes are compliant with organisational standards.
- Develop and maintain a register of operational and strategic risks, and provide regular reporting on the effectiveness of controls and other risk mitigation strategies.
- 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
- Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behavior.
- Commit 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.
- Ensure 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	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	Highly Advanced
Displays personal drive and integrity	Highly Advanced

Qualifications and experience

Qualifications/Experience	Required
Qualifications	<p>A bachelor level qualification in a business-related discipline is highly desirable, or equivalent years of professional experience in a similar position.</p> <p>Post-graduate qualifications in finance and/or accounting is desirable.</p>
Experience	<p>Demonstrated commercial management capabilities, particularly financial management, contract management and management reporting in finance at a senior level.</p> <p>Demonstrated ability to recognise and resolve critical and sensitive issues and provide executive level advice to Executives, Committees and Boards.</p> <p>Exceptional communication skills with an ability to liaise, negotiate, consult and manage change at the senior level.</p> <p>Demonstrated ability to develop business cases and make sound recommendations based on organisational maturity, budget and change readiness.</p> <p>Extensive senior management experience with proven leadership and management skills</p> <p>Experience managing a team of professionals with a focus on building capability, developing talent, and creating a culture of 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>

Key relationships

Internal relationships	External relationships
Chief Technology 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	
Technology directorate team members	
Direct reports and team	