



Position Description

Private and Confidential

Head of Technology Services

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Head of Technology Services
Location:	Head Office, Orange
Job Type:	Permanent Full Time
Reports to:	Executive General Manager, Strategy, Engagement and Technology
Direct reports:	ICT Operations Team Leader Service Desk Team Leader Business Intelligence Analyst

Service Description

The ICT Team is customer-focused team wholly responsible for the effectiveness of information technology across the entire organisation. We continually assess the needs of the organisation to ensure our technology landscape will support the organisation well into the future. ICT is responsible for planning, networks, servers, data, information system management, communication technology, endpoint technology and information security.

Key Accountabilities

The Head of Technology Services will provide management direction and leadership to the Technology Services team within LiveBetter. You will be responsible for developing and maintaining a robust technology infrastructure that supports the operation of LiveBetter's services. In addition, you will collaborate with your Executive General Manager, and other Senior leaders to develop a technology strategy that aligns with the broader organisational strategy. Following the amalgamation of many organisations, LiveBetter needs to focus on the consolidation and optimisation of its technology capabilities to ensure that our operations teams are best equipped to provide quality.

Core responsibilities include:

- Leadership of the Technology Services unit
- Effectiveness of all information systems and technology
- Technology policy and procedure development and maintenance
- Enterprise architecture
- Information security
- Business intelligence
- Availability of all information systems and technology
- Vendor management
- Robust ITSM (IT Service Management)
- Budget Management
- Risk management
- Stakeholder engagement/communication

Key responsibilities are as follows:

IT Operations

1. Maintain the operational effectiveness of all IT assets and technology to maintain business continuity
2. Operate a robust IT procurement process, ensuring LiveBetter receives best available value
3. Periodically review relationships and contracts to ensure LiveBetter achieves best possible benefits and outcomes
4. Anticipate operational needs and ensure availability of resources to support the organisations goals

IT Strategy

1. Collaborate with the business to define the technology strategy, develop appropriate IT annual budgets, and deliver effective IT capabilities across LiveBetter
2. Support the Executive and Leadership team in the preparation and delivery of Operations reports, board reports, and support for strategic planning
3. Identifying new and innovative technology that can be leveraged by LiveBetter
4. Identify, explore, evaluate and make recommendations on technological solutions to improve the efficiency and effectiveness of the organisation

Information Security

1. Develop an information security strategy aligned with business goals and objectives
2. Identify current and potential legal and regulatory requirements affecting information security
3. Ensure alignment between the information security program and other assurance functions (e.g. physical, human resources, quality, ICT)
4. Ensure that information security is maintained throughout LiveBetter's processes (e.g. change control, vendor management, mergers and acquisitions) and life cycle activities
5. Develop and implement processes for preventing, detecting, identifying, analysing and responding to information security incidents
6. Design and develop a program for information security awareness, training and education (e.g. business process owners, users, information technology) to stakeholders

Business Intelligence

1. Lead the organisation to mature its Business Intelligence capabilities, developing robust strategies and performing ongoing monitoring, optimization, and refinement of solutions
2. Delivery of a master data management strategy and support for the capture and maintenance of high quality data from underlying business systems
3. Ensure operations teams have access to accurate and consumable data through effective information architecture
4. Work with operational teams and vendors to meet data analysis and reporting obligations

Stakeholder engagement/communication

1. Foster collaborative and mutually supportive relationships within the LiveBetter Leadership group and the wider organisation
2. Update and maintain a robust set of IT policies, procedures, registers and knowledge articles in alignment with LiveBetter's Quality and Compliance framework
3. Ensure IT policies and procedures are communicated and embedded within organisational operations
4. Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution

Leadership

1. Ensure leadership instils confidence, inspires respect and trust, and motivates staff to continually perform
2. Ensure IT staff are included in planning and decision making, developing a culture of support and accountability to maintain high staff satisfaction
3. Coach and mentor direct reports, and key stakeholders in the business
4. Negotiate clear performance standards and monitor progress
5. Monitor and report on performance of team in line with established performance development frameworks
6. Develop team plans that take into account team capability, strengths and opportunities for development

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities - assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

Person Specification

Essential Selection Criteria:

- Bachelor/Postgraduate degree in Computer Science, Information Technology or a related field
- Experience managing multiple IT operational areas, including IT service management, infrastructure, application support, business intelligence and information/system architecture
- Experience leading, managing and coaching a team.
- Demonstrated experience managing third party service providers
- Demonstrated experience implementing and supporting complex information systems
- Experience in Information Security Governance, including an understanding of the latest security principles, techniques, and protocols
- Experience developing IT strategies in alignment with broader organisational strategies
- Experience developing and managing operational budgets
- Experience developing executive-level reports on IT operational KPIs and deliverables
- High level written, verbal and interpersonal skills and demonstrated ability to work collaboratively within a team and across the broader organisation
- Well-developed organisational and time management skills with the ability to manage varied workload, organise priorities, meet deadlines whilst maintaining quality IT systems
- C class driver's licence

Desirable

- Experience in a similar management role overseeing an IT function
- Experience implementing information security standards, such as ISO 27000 or Australian Government Information Security Manual (ISM)
- Professional certification (e.g. MCSE, CISSP, SABSA, CompTIA Security+, Network+)

Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.
4. Ensure compliance with all policies and procedures.
5. Ability to travel to other LiveBetter locations as required

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			