



# CANDIDATE PACK

GENERAL MANAGERS (ICT), CIO GROUP  
(Multiple Positions)

SERVICES AUSTRALIA

OCTOBER 2019

## COMPANY BACKGROUND

### WHAT WE DO

Services Australia (formerly the Department of Human Services) is responsible for the development of service delivery policy and provides access to social, health and other payments and services.

### Our Priorities

Services Australia continually builds on its foundation of service excellence to shape how government services are delivered to the Australian community. Their contribution to the government's agenda is reflected in their Outcome Statement which is to:

Support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers & businesses through convenient and efficient service delivery.

We work with other government agencies to provide access to government social and health-related services that support self-sufficiency through:

- the development of innovative and flexible service delivery policy that supports the implementation of government policy and programmes
- the design and development of service delivery systems that are convenient and accessible, and meet the diverse needs of the community
- the provision of payments and services that match customers' circumstances
- support for people to help them understand their rights and responsibilities and meet their obligations
- work with the public, private and non-government organisations, state and territory governments and other Australian Government departments and agencies to build partnerships for the delivery of services

Read our [Corporate Plan](#) and how we deliver services and measure our successes.

## KEY STRATEGIC PRIORITIES

Our strategic priorities are to:

- ensure we understand and meet the priorities of our Minister and the Government
- transform and improve core payment processes and platforms to support government reforms and ongoing transformation of services
- deliver high quality payments and services to customers and government
- provide high levels of self-service and automation, making it easier and faster to access services
- tailor services for customers with complex and/or intensive needs
- increase trust by putting customers at the heart of what we do
- deliver better customer outcomes and faster, fit-for-purpose implementation by working innovatively
- improve customer services, inform decision-making and increase compliance through quality, timely data and analytics
- enable business priorities and evolving needs through flexible, modern and sustainable technology platforms and services
- maintain and sustain priority departmental capabilities through targeted investments
- provide staff with the right tools and support for their roles and involve them in the design of the future workplace
- develop high performing teams through visionary, collaborative, accountable and inclusive leadership
- develop an engaged, flexible workforce valued for its contribution and ability to deliver for the community
- equip staff with the skills and capabilities needed for their current and future roles

## POSITION DESCRIPTION

<b>Classification</b>	SES Band 2
<b>Position Title</b>	General Manager
<b>Employment Type</b>	Ongoing or non-ongoing (fixed term) appointment
<b>Security Clearance</b>	Ability to acquire an Australian Government security clearance
<b>Location</b>	The roles are located in Canberra, Melbourne, Adelaide and Brisbane. Consideration may be given to high quality candidates who reside in other locations.
<b>Reference</b>	68843

The Australian Government is committed to improving the efficiency, reliability and responsiveness of its services to the Australian community. Services Australia (formerly Department of Human Services) is pivotal to that commitment, supporting the economic, health and social wellbeing of Australia by delivering high-quality services and payments for the community on behalf of Government. Processing over \$174 billion in payments per year, the department's extensive coverage includes all Centrelink and Medicare payments, as well as whole of government services such as MyGov.

The department has several opportunities for experienced leaders to join the Chief Information Officer (CIO) Group.

With an annual budget of over \$1 billion and approximately 4500 staff, the CIO Group is responsible for the direct delivery of government services and payments to the Australian public, communities and business through online channels. The CIO Group has a significant in-house technology workforce with a broad skills base to service government and is well positioned to service the changing needs and expectations of the community now and into the future.

As a General Manager in the CIO Group you will support the Chief Information Officer to ensure the safe and effective operation of the department's ICT services. As a member of the Senior Leadership team within the CIO Group, you will be responsible for developing and delivering a modern suite of IT applications and infrastructure that position the department to continue on its digital transformation journey.

To be a strong contender for these roles you will need to have extensive experience in ICT, across more than one organisation. Your knowledge and practical experience in delivering ICT strategy, ICT development, ICT architecture, service operations and providing technical direction in a large, complex and diverse organisation will be highly regarded. In addition, an understanding of new and emerging technologies and their applicability to the government's transformation agenda will also be in advantage.

Tertiary qualifications in a relevant ICT field will be well regarded.

Positive and effective leadership is critical to your success in this role. The department expects its leaders to:

- Create and share the vision.
- Create and develop high performing teams.
- Create and sustain productive relationships.
- Create and reward an inclusive culture.

In addition to your outstanding leadership capabilities, to be a contender for this role you will have a proven record of delivering high quality outcomes, achieved through:

- Extensive experience in the provision of high level, evidence-based advice.
- The ability to engender respect and trust.
- An appreciation of the challenges of working in a large, geographically dispersed and complex organisation.
- Excellent interpersonal skills, sound judgement and stakeholder engagement skills.

These roles may be filled on an ongoing or non-ongoing (fixed term) appointment.

An order of merit may be established to fill similar roles as they become available within a 12-month period.

The roles are located in Canberra, Melbourne, Adelaide and Brisbane. Consideration may be given to high quality candidates who reside in other locations.

## ELIGIBILITY REQUIREMENTS

- To apply you need to be an Australian citizen.
- You will need to pass our pre-employment screening process, which includes a pre-employment check, and where relevant, a working with children and vulnerable people check.

- You will also need, or have the ability to acquire an Australian Government security clearance, to the appropriate level for the position. This will be arranged for you, if successful.

## ADDITIONAL INFORMATION

The current technology plan can be found here:

<https://www.humanservices.gov.au/organisations/about-us/publications-and-resources/technology-plan-2016-20>

## REQUIRED SELECTION DOCUMENTATION

We are seeking a comprehensive CV/resume that clearly outlines your career history and achievements and a one page cover letter which highlights your key strengths in relation to these opportunities with the Department of Human Services.

To make an application, please email [search@watermarksearch.com.au](mailto:search@watermarksearch.com.au) quoting Reference. No: 68843

We will reply to the email address used for your application.

For a confidential conversation regarding the role, please contact Claire Crawford or Daniel Nicholls at Watermark Search International on (02) 9233 1200.

**The closing date for applications is Monday 11<sup>th</sup> November 2019.**

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information see: <http://www.apsc.gov.au/priorities/disability/recruitability>.