Job Description Form – ICT Business Manager

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| **Position number:** | 16572 | **Classification:** | Level 7 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 13873 – Director ICT Operations and Cyber Security – L8  | **Direct reports:** | 2 |

About the Department

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | Respectful AccountableResponsiveOpen-mindedIntegrity |

Context

The Corporate Services team includes human resources, procurement, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

Position purpose

This position provides project and strategic management expertise to support the Directors of Digital and Technology Services (DaTS) and Digital Transformation (DT) in delivering the division’s outcomes. It is responsible for advising on and critically analysing DaTS strategy, initiative delivery, and financial management. Additionally, it coordinates division activities, resolves issues, and ensures the quality and consistency of written correspondence and documentation.

Responsibilities

1. Contributes to the strategic management of the division by coordinating priority projects, business planning, and providing critical analysis and quality assurance to achieve organisational objectives.
2. Leads the development of divisional strategies, plans, and team goals, ensuring alignment with broader organisational requirements.
3. Reviews work practices and implements change programs to ensure quality assurance and continuous improvement.
4. Builds and maintains relationships with internal and external stakeholders to effectively deliver divisional priorities, resolve issues, and facilitate initiative success.
5. Manages critical special projects on behalf of the Director DaTS and Director DT, overseeing implementation, reporting, monitoring, and evaluation.
6. Provides advice on policies, procedures, budgets, and operational issues at the office and system level.
7. Identifies and addresses issues systematically to ensure efficiency, effectiveness, and consistency across the system.
8. Represents the Director DaTS in various forums, meetings, and committees as required.
9. Demonstrates highly developed written, verbal communication and interpersonal skills.
10. Develops implementation plans with clear objectives and timeframes.
11. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
12. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

Essential

1. Demonstrated experience in coordinating and delivering priority projects through to completion, business planning, and providing critical analysis to achieve divisional and organisational objectives.
2. Experience in advising on financial planning, budgeting, and benefits management, aligned with strategic economic drivers, including developing financial forecasts.
3. Strong ability to build and maintain effective relationships with internal and external stakeholders to ensure the successful delivery of divisional priorities.
4. Demonstrated ability to identify, analyse, and resolve issues systematically to improve efficiency, effectiveness, and consistency across the system.
5. Highly developed organisation and prioritisation skills, with flexibility to adapt to changing requirements and the ability to work under pressure to meet tight deadlines.
6. Strong verbal, written, and interpersonal communication skills with experience representing senior management in various forums, meetings, and committees.

Special conditions

Nil

Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 20 December 2024 |