



Chief Digital and Information Officer

POSITION DESCRIPTION

Position Number:	2702	Position Status:	Contract Limited Term
Portfolio:	Corporate Services	Classification:	Supplementary Contract
Business Unit:	Information Services	Reports To:	General Manager Corporate Services
Team:	Information Services Management	Revised:	December 2025

Human Resource Delegation:	Band 3	Financial Delegation:	Band 3
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General Position Statement:

This position supports Council's direction by providing leadership and forward-thinking oversight of Information and Technology Services, ensuring digital capabilities are aligned with Council's long-term vision and community needs. This position is a key driver of digital innovation, and challenges traditional approaches, and champions the adoption of emerging technologies to enhance service delivery, operational efficiency, and customer experience. It leads the development of a modern, secure, and resilient digital environment, helping to foster a culture of continuous improvement and collaboration across the organisation.

Specific Responsibilities:

This position has the following responsibilities:

Strategy Accountabilities

1. Lead the development and implementation of Council's Information and Technology Services Strategy, ensuring it aligns with organisational priorities that incorporates emerging technologies, supports long-term planning, and enables sustainable digital transformation.
2. Drive innovation and digital capability uplift across Council by identifying emerging technologies, evaluating opportunities for transformation, and embedding a culture of continuous improvement and future-focused thinking.
3. Establish and maintain robust governance frameworks for technology architecture, security, disaster recovery, and service standards, ensuring Council's digital environment is resilient, compliant, and strategically positioned for growth.

Business Management Accountabilities

4. Partner with the General Manager Corporate Services and internal/external stakeholders to ensure Council's investment in Information and Technology Services is strategically aligned, responsive to evolving business needs, and delivers measurable value.



5. Manage the provision of secure, reliable and stable services that support business outcomes through effective risk management strategies and controls, IT compliance and legislative requirements.
6. Identify and evaluate opportunities for business-led innovation, delivering IT solutions that meet internal and external customer needs by partnering with the business to provide enabling technologies, systems, and tools that support business operations and improve service delivery and performance.
7. Provide expert advice, strategic guidance, and high-quality reporting to Council, executives, and officers on digital initiatives, risks, and opportunities, supporting informed decision-making at all levels.
8. Lead and develop a highly professional-, customer orientated and forward-looking data, digital systems team, fostering a culture of accountability, innovation, collaboration and continuous improvement, with clear performance expectations and professional development pathways.
9. Oversee the planning and delivery of major digital projects and programs, ensuring alignment with Council's long-term digital roadmap, and that initiatives are delivered on time, within budget, and to a high standard.
10. Drive strategic planning and performance monitoring for the Information Services team, including budget development, operational planning, and regular review of outcomes to ensure alignment with Council's corporate objectives.

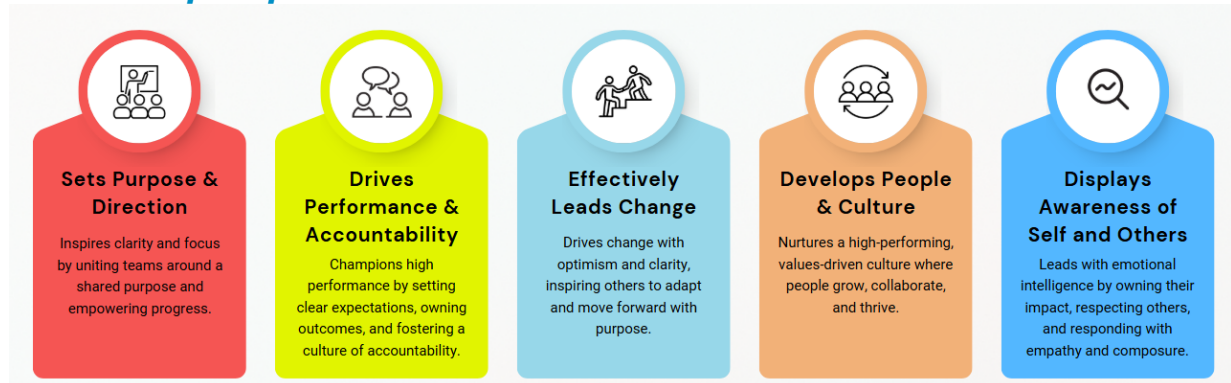
Operational Accountabilities

11. Manage the operational performance of Council's Information Services section, ensuring services are delivered efficiently, effectively, and in alignment with organisational priorities and service standards.
12. Oversee the implementation and optimisation of digital systems and infrastructure, ensuring they are fit-for-purpose, secure, and responsive to the needs of internal stakeholders and the community.
13. Coordinate the delivery of technology projects and operational initiatives, ensuring integration with broader business processes and minimal disruption to service delivery.
14. Monitor and manage operational risks, service levels, and system performance, proactively identifying issues and implementing timely solutions to maintain business continuity.
15. Ensure operational plans, procedures, and resource allocations are in place to support the consistent delivery of high-quality ICT services and support across the organisation.
16. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.
17. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
18. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.



19. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
20. Undertake other relevant duties as directed, consistent with skills, competence and training.

Leadership Capabilities:



Position Requirements:

Skills/Competencies

1. Strategic leadership and change management capability, with a proven ability to shape and deliver complex organisational transformation through effective planning, influence, and execution in a dynamic environment.
2. Strong business acumen and analytical thinking, demonstrated through the development of innovative, fit-for-purpose solutions that address emerging organisational challenges and deliver measurable value.
3. Exceptional interpersonal and communication skills, with the ability to engage, influence, and build trust across all levels of the organisation, government, and community, including in politically sensitive contexts.
4. Proven ability to lead high-performing teams, fostering a culture of achievement, accountability, and customer focus, while supporting professional growth and capability development.
5. A results-oriented mindset with a proactive approach to problem-solving, demonstrated through the ability to navigate complex regulatory, contractual, and operational environments, including interpreting statutory requirements and leading high-value ICT contract negotiations.

Mandatory Qualifications, Licences

1. Tertiary qualification in Information Technology, Computer Science, Systems Architecture, Innovation, Strategic Systems, or a related field, with demonstrated ability to lead enterprise-wide ICT functions and deliver strategic digital transformation.
2. Demonstrated experience in senior ICT leadership roles, including responsibility for large scale digital and cultural transformation, and expertise in managing complex IT environments, including enterprise solutions, infrastructure and information management in a complex organisational environment.





3. Comprehensive knowledge of ICT governance, risk management, and compliance, including oversight of cybersecurity frameworks, data protection obligations, and legislative requirements relevant to local government.
4. Proven ability to develop and execute digital strategies, including business case development, stakeholder engagement, and performance monitoring to deliver measurable outcomes.
5. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Postgraduate qualifications in business, digital leadership, or public sector management, supporting strategic thinking and cross-functional leadership capability.
2. Experience working within a local government or public sector environment, with an understanding of the regulatory, political, and community context in which Council operates.
3. Experience in leading cross-organisational collaboration initiatives, particularly those involving digital integration, shared services, or inter-agency partnerships.
4. Knowledge of emerging trends in civic technology and smart community solutions, with the ability to translate innovation into practical applications for local government.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.





Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





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SELECTION CRITERIA

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1. **Mandatory Qualifications:**

Tertiary qualification in Information Technology, Computer Science, Systems Architecture, Innovation, Strategic Systems, or a related field.

2. Demonstrated ability to effectively lead and develop high-performing teams, fostering a culture of accountability, collaboration, and innovation, in line with Council's Values.
3. Demonstrated ability to effectively lead enterprise-wide ICT strategies and deliver complex digital transformation initiatives that align with organisational priorities, applying a data-driven approach.
4. Proven experience in implementing and maintaining robust ICT governance frameworks, managing risk, project management, and ensuring compliance with Essential 8 cybersecurity and legislative requirements.
5. Proven ability to deliver innovative technologies that enhance customer experience and operational efficiency, while driving digital adoption and building strong collaborative partnerships across internal teams and external vendors.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- **Situation** – Describe the situation you were in, including where it occurred and what the relevant environment was.
- **Task** – Describe the event/task that required resolution, what was required of you.
- **Action** – Describe what actions you took; how did you resolve the problem.
- **Result** – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.