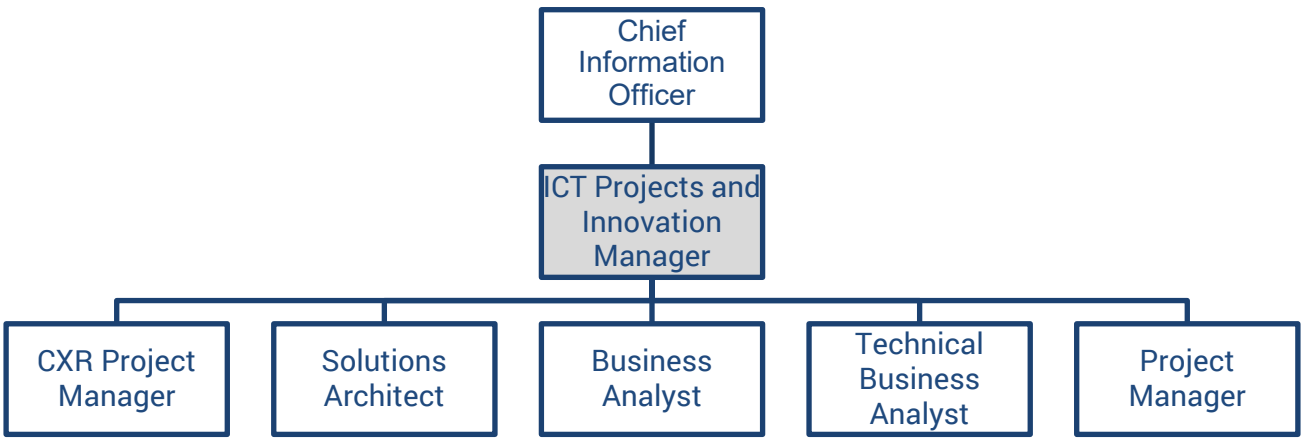
Position Description

Position Title:	ICT Projects & Innovation Manager
Position No:	2013
Position Classification:	Negotiated
Status:	Permanent Full Time
Position Revised On:	23 October 2026
Directorate:	Corporate Services
Business Unit:	Information, Communications and Technology
Service Area:	Information Systems
Location:	City of Melville Civic Centre
Reports To:	Chief Information Officer
Reporting Line:	CXR Project Manager, Solutions Architect, Business Analyst, Technical Business Analyst, Project Manager

Primary Purpose

The ICT Projects and Innovation Manager leads the planning, solution design, governance and implementation of the Digital Strategy initiatives. The position converts strategic digital priorities into projects that modernise technology, strengthen data capability, improve cyber resilience, enhance customer and employee experiences, and deliver sustainable organisational and community value.

Structure



Principle Accountabilities

Digital Strategy

- Work closely with the Chief Information Officer (CIO) on the execution of the Digital Strategy.
- Develop sub-strategies, such as an Artificial Intelligence (AI) roadmap, to align with the Digital Strategy and overarching Council and City objectives and evolving requirements.
- Oversee discovery, business cases, solution options, schedules, budgets, procurement, risks, issues, changes, testing, transition and closure.
- Ensure that projects for digital services, applications, platforms, infrastructure, data, integration, automation and cyber security are implemented and thereafter transitioned appropriately to BAU.

Innovation and Continuous Improvement

- Promote and embed human-centred design, service design, process improvement and co-design to improve customer and employee experiences.
- Support controlled trials, proofs of concept and prototypes with clear hypotheses, measures, security and privacy controls, support models and exit criteria.
- Assess emerging technologies and delivery practices for strategic fit, value, interoperability, risk, ethics, sustainability and organisational readiness.
- Promote reuse, standardisation, automation and data-informed decision-making while reducing unnecessary complexity and legacy technology debt.

Stakeholder Engagement and Partnership

- Develop trusted relationships with executives, business leaders, ICT teams, employees, customers, suppliers and strategic delivery partners.
- Translate digital strategy, architecture, cyber risk and complex technology choices into clear business advice and decisions.
- Clarify business ownership and ensure affected stakeholders participate in discovery, design, testing, implementation and benefits realisation.
- Ensure an appropriate business-ICT partnership model is in place and implement continuous improvements for better collaboration and communication between ICT and the business.

Governance, Risk and Compliance

- Ensure fit-for-purpose ICT governance, delivery methods, templates, controls and assurance practices for ICT and digitally enabled projects.
- Conduct health checks and stage-gate reviews and ensure accurate records, decisions, reporting and lessons learned are maintained throughout the delivery lifecycle.
- Ensure digital programs and projects comply with applicable legislation, policies,

delegations, procurement, records management, privacy, cyber security, information management, accessibility and workplace health and safety requirements.

People Leadership

- Provide clear direction, leadership and support to employees reporting to this role, so the team understands priorities, expectations and how their work contributes to the Digital Strategy.
- Lead, coach and mentor project managers, business analysts, solution architects and delivery teams to build capability, confidence and accountability.
- Set clear goals and performance expectations, give regular feedback, and manage performance in line with City policies and procedures.
- Encourage a culture of collaboration, innovation, continuous learning and constructive challenge across ICT and the business.
- Find capability gaps and support professional development, succession planning and knowledge sharing within the team.
- Allocate and balance resources across work streams and projects so workloads stay sustainable and priorities are met.
- Lead people through organisational and digital change, helping teams and stakeholders adapt to new ways of working.
- Encourage team members to take ownership of technical decisions, and provide guidance, oversight and escalation support where needed.
- Uplift the business-ICT partnership model to ensure better collaboration and communications.
- Recognise team achievements and encourage open communication, trust and wellbeing.

Position Specifics

Essential Requirements

- Tertiary qualification in information technology, computer science or a related discipline, or substantial equivalent experience.
- At least five years of management experience.
- A current National Police Clearance or willingness to obtain.
- Substantial experience managing complex ICT and digitally enabled initiatives involving multiple stakeholders, vendors, dependencies, risks and organisational change.
- Demonstrated experience leading a complex program of ICT, digital transformation or technology-enabled business projects.
- Demonstrated people leadership and experience leading multidisciplinary teams,

vendors and business stakeholders through change.

- Demonstrated ability to convert digital strategy into roadmaps, business cases and delivery plans.
- Demonstrated experience preparing high-quality digital investment submissions, governance reports and presentations for executive or oversight audiences.
- Experience leading digital innovation, service design, process improvement, automation or organisational transformation initiatives.
- Working knowledge of enterprise architecture, cloud and platform delivery, applications, integration, data, cyber security, privacy and ICT service transition.
- Strong financial, procurement, contract, vendor and risk management capability.
- Highly developed analytical, commercial and problem-solving skills, including the ability to evaluate options and work effectively with ambiguity.
- Highly developed communication, facilitation, negotiation and stakeholder engagement skills, with the ability to explain complex technology matters to non-technical audiences.
- Strong personal integrity, political awareness and discretion when managing sensitive information and complex organisational matters.

Desirable Requirements

- Relevant change, agile, service management or technology governance certification.
- Strong personal integrity, political awareness and discretion when managing sensitive information and complex organisational matters.

Other

- Experience in local government, the public sector or another regulated and community-focused environment.
- Experience delivering initiatives involving enterprise applications, cloud services, data platforms, integration, digital customer channels, cyber uplift or technology modernisation.
- Knowledge of human-centered design, agile delivery, lean improvement, IT service management or recognised enterprise architecture practices.