

## Manager Information Services

<b>Classification:</b>	Common Law Contract
<b>Agreement:</b>	Local Government Industry Award 2020
<b>Department:</b>	Information Services
<b>Directorate:</b>	Corporate Services
<b>Location:</b>	Administration Office
<b>Date reviewed:</b>	March 2023
<b>Approved by:</b>	Director Corporate Services

### Commitment to the Shire

#### **Our Vision for the Shire of Broome**

A future, for everyone.

#### **Our Aspirations**

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

#### **Our Values**

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive for Everyone</i>	Proactive, forward thinking, open-minded and innovative. for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

## **Position Purposes and Objectives**

Responsible for the overarching management and leadership of the Information Services team.

The Manager Information Services is accountable for the efficient and effective delivery of Information and Communication Technology (ICT), Geospatial Information Systems (GIS), Records Management and Freedom of Information (FOI) services to the organisation consistent with the Shire's Strategic Community Plan and Corporate Business Plan.

The role of the Manager Information Services involves:

- Ensuring optimal performance of the Shire's ICT infrastructure;
- Delivering quality, cost effective GIS services in line with organisational requirements and public expectations; and
- Managing the timely and reliable operation of Records Management and FOI services for the Shire of Broome, ensuring compliance with statutory and regulatory legislation and policy.

## **Position Key Responsibilities and Duties**

The position is accountable for the day-to-day operation of the Information Services department including the administration, management and support of the Shire's ICT, GIS, Records and FOI services.

- Formulate, review and implement strategic, financial and service delivery plans for the Information Services section and monitor and evaluate outcomes.
- Develop, manage and implement Information Services projects in accordance with the strategic organisational objectives.
- Manage, monitor and develop Council's ICT infrastructure ensuring that architecture, capacity, functionality, performance and risk mitigation effectively support organisational requirements.
- Manage, monitor and develop Council's GIS services ensuring that capacity, functionality and performance effectively support organisational requirements and meet public expectations.
- Manage the timely and reliable operation of Council's corporate records management system, whilst playing a key role in driving the use of Council's electronic records management system across the organisation.
- Identify ongoing systems improvements to ensure Council's records management systems represent best practice and respond to the organisation's current and future needs, within legislative guidelines.
- Develop, manage and maintain ICT disaster recovery and business continuity strategies, policies, procedures and processes, including the backup and replication of critical ICT systems and services.
- Contribute to the continuous improvement of the organisation through the ongoing development of Council's business systems and processes.
- Manage the development and ongoing implementation of Information Services induction and training programs.

- Ensure organisational compliance with the State Records Act.
- Manage Councils statutory obligations in respect of Freedom of Information.
- Manage the overall operation of the organisation's ICT service desk function.
- Remain conversant in current and emerging technological trends across the ICT industry in general and within local government specifically.
- Facilitate change management strategies required to achieve the Shires objectives.
- Ensure that the Director of Corporate Services is kept informed of relevant developments in Information Services within the responsibility of the position.

This position operates under the limited direction of the Director Corporate Services within established guidelines, procedures and policies of Council.

Authority and freedom to act within established operational and budgetary guidelines and the provisions of relevant Acts, Regulations, Codes and policies, under the limited supervision of the Director Corporate Services.

Specific extent of authority includes:

- Authority to purchase goods and services up to the limit provided under Council Policy and in accordance with budget parameters.
- Authority to act in accordance with the delegations determined for this position.
- Authority to implement and initiate change within organisational goals and constraints.

## **Organisational Responsibilities**

### **Human Resource Management**

- Provide leadership to and manage the development of staff according to both personnel and organisational requirements.
- Assess the team's competencies and ensure skill bases meet requirement for achieving strategic and service delivery plans.
- Ensure Annual Performance Reviews are completed on time and within the bounds of Shire Performance Review Policy.
- Oversee the recruitment and selection process in conjunction with management and Human Resources.

### **Occupational Health & Safety**

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at OSH Committee if requested.
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations

### Compliance:

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

### Budget:

- The incumbent will have responsibility and authority for the prudent management and achievement of adopted budgeted funds and project and strategic outcomes in agreement with the Director Corporate Services.

### Organisational:

- To develop and review policies and procedures.
- To review and update or implement system improvements
- Ensure reporting activities are provided to the Council and the Executive.
- Oversee and report on financial and costing reporting as required as part of the budgetary process.
- To contribute to the efficient and effective delivery of Council services.

### Organisational Relationship/Context

<b>Reports to:</b>	Director Corporate Services
<b>Supervises:</b>	Systems Administrator Records Coordinator Business System Project Officer
<b>Internal Contacts:</b>	Management Coordination Group Executive Management Group All Staff as required
<b>External Contacts:</b>	Councillors Other Local Government Authorities Service Providers, Consultants and Product Vendors Business and Professional Groups Government Agencies
<b>Performance Review:</b>	Probation period – first six months of employment Performance Appraisal conducted annually
<b>Delegated Authority:</b>	Nil
<b>Authorisations:</b>	Nil

## **Key Selection Criteria**

### **Essential:**

- A minimum of three years experience in a similar Information Services management role with a proven ability to operate as an effective, positive leader able to build high performing teams and foster collaborative relationships.
- Ability to strategically align technology with business needs and implement cost effective technology solutions to address complex business challenges.
- Proven leadership and innovation in the delivery of Information Services programs and projects with demonstrated experience managing significant organisational change and a commitment to continuous improvement.
- Experience in policy formulation and strategic development of Information Services.
- Extensive knowledge of ICT networks, virtualisation, hypervisor and storage area network technologies coupled with an advanced knowledge of Microsoft technologies including Office365, Active Directory, Exchange and SQL.
- Advanced knowledge of operating system software, applications software and the development and support of standard operating environments.
- Solid understanding of the application of records management principles and practices and experience implementing and managing an electronic document management system.

### **Qualifications and/or Training:**

- Tertiary qualification in Computer Science or Information Technology or considerable practical experience managing a complex ICT environment.
- Current unrestricted "C" class national driver's licence.
- Police Clearance:
  - To be valid within last three months – It is a requirement of this position for an applicant to provide a National Police Certificate. This certificate remains the property of the applicant; however, a notation of sighting the original certificate will be kept on the employee's personal file.
  - Western Australian Applicants are to provide a National Police Certificate via WA Police. Interstate applicants are required to provide a Federal Police Certificate via the Australian Federal Police.

### **Desirable:**

- Formal records management qualifications or significant practical Records Management experience within a government context.
- Relevant ICT industry certifications or degree qualifications.
- Accredited FOI qualifications and a demonstrated understanding of the objectives of Freedom of Information legislation and experience assessing FOI applications.
- Knowledge of spatial information management standards and experience administering GIS environments.
- Knowledge of local government business processes.
- IT Vision SynergySoft software.