Job Description

Title: Chief Information Officer  
Section: Information Services  
Reports to: Chief Executive  
Classification: Executive Level 2  
Security Clearance: Negative Vetting – Level 1  
Location: Canberra, ACT

Job Context

The National Blood Authority (NBA) is an Australian Government statutory agency whose role is to work in a collaborative manner with all State and Territory governments and other responsible parties to ensure that Australia’s blood supply is safe, secure, adequate and affordable.

The Chief Information Officer (CIO) will be responsible for leading and managing the development, maintenance and implementation of blood sector and NBA corporate Information Communication Technology (ICT) strategies, in conjunction with all internal and external stakeholders, and for the delivery of ICT services and systems under those strategies in an efficient, effective and compliant manner to meet the requirements of the NBA and funding governments.

The CIO will provide people and organisational leadership to deliver integrated and consistent ICT planning, capacity building and operations and, as a member of the NBA management team, will contribute to the overall strategic planning and operational capacity of the NBA.

The position leads a team of approximately 25 officers and contractors responsible for the delivery, ongoing development and support for all blood sector ICT systems and desktop services for NBA staff. The NBA operates a range of blood sector ICT systems, used by over 7,000 users (expected to expand to 15,000 by 2017) in laboratories and hospitals across Australia 24/7. These users undertake a range of functions including blood supply, product and inventory management, management of people with bleeding disorders and the management of immunoglobulin product authorisations.

The NBA has a record of achievement in developing and managing ICT services and systems which are fit for purpose, effective and delivered in an efficient and timely manner.

Primary Job Purpose

Under the general guidance of the NBA executive, the CIO will provide high-level leadership and advice on policies, planning, developing and implementing innovative strategies and services in relation to information and communication technology (ICT) in the NBA and the broader Australian blood sector.

The CIO will focus on the strategic level and also provide leadership and management at the operational level for planning, development, operations, evaluation and coordination of the ICT systems for the NBA and blood sector systems. The CIO will ensure that ICT helps the NBA achieve strategic and operational goals that support the achievement of funding governments’ policy objectives and maximise returns from ICT investment. The CIO will also ensure the compliant security and reliable continuing operation of NBA ICT functions and systems.

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Specific Accountability

As a senior manager under broad supervision of the NBA CEO and Executive, you are required to:

1. Provide strategic leadership, management, advice and guidance across the portfolio of internal and blood sector ICT systems to ensure the services required by the NBA, funding governments and blood sector users and stakeholders are delivered in the most effective, efficient and contemporary way;

2. Manage the provision of ICT services and projects by NBA ICT staff and contracted service providers to provide a seamless, high performing ICT service to all users that exceed their expectations.

3. Provide high quality specialist advice on business process transformation, ICT solutions, operations and governance;

4. Identify and manage organisational ICT risks and ensure governance frameworks and reporting systems are in place to deliver ICT services and projects within budget, on-time and are governed in an appropriate manner;

5. Guide, mentor and manage team members to maximise the contribution of team members and effective service delivery;

6. Provide high level advice to the Executive to ensure ICT delivers efficient and effective support to the business within available resources and at the highest standard expected by Government, NBA clients and the community;

7. Ensure the effective performance of all agency ICT services in an environment of continued transformation of ICT capability, including updating existing and developing new ICT capabilities through Service Delivery Modernisation and digital transformation in the APS;

8. Work in collaboration with internal and external stakeholders to deliver ICT solutions that efficiently and effectively enhance agency capability; and

9. Ensure compliance with the Information Security Manual (ISM), Protective Security Policy Framework (PSPF) and all relevant NBA policies (including the Protective Security Policy, ICT Change Management Policy and ICT Conditions of Use Policy) and the principles and practices of workplace diversity, workplace participation and in support of a safe working environment.

Selection Criteria

In the context of the primary job purpose for this role, you are required to establish that you have demonstrated experience, or the knowledge and capability to provide and display:

1. Strategic leadership and management at a senior level in a critical and complex ICT operating environment, including strategic and project leadership in the development and delivery of required strategies, systems and services;

2. Sound judgement, strategic and creative thinking, and business intelligence, with the capacity to research and analyse issues and provide sound and appropriate advice, and to explore innovative ICT solutions in delivering services in a governmental context;

3. Demonstrated representation, stakeholder management and client service skills and experience with evidence of highly effective written and oral communication skills to communicate with and influence people at all levels;

4. Flexibility, proactivity, collaboration and cooperation in a small agency, to build productive working relationships whilst leading a small multidisciplinary team;

5. Resilience and capacity to handle uncertainty, change and ambiguity in the formulation, integration and implementation of ICT strategies; and

6. Leadership of digital business transformation, including ability to build engagement with business areas and apply contemporary and appropriate development approaches and to manage and sustain a high performing information services people capability.
Qualifications/Experience/Certifications

Desirable:
1. Relevant tertiary and professional qualifications are desirable.

Additional notes and specific conditions

It is an expectation that all NBA employees will perform their jobs professionally, respectfully and pleasantly and in accordance with the principles and practices of workplace diversity, workplace participation and in support of a safe working environment.

The Chief Information Officer may be required to:
1. Undertake occasional work on evenings, weekends and public holidays; and
2. Undertake occasional interstate travel to carry out their duties.