

Position Description

Manager Information Services

Your role:	Manager Information Services
You will report to:	Director Corporate Services
Your Directorate:	Corporate Services
Your Salary Level:	Contract
Special Conditions:	Some out of hours work and working at different locations may be required. A satisfactory Medical Clearance for this role is required A satisfactory National Police Clearance

Position Overview

In this position, you will lead and manage the Information Services, Information Management and Information Technology and Communications functions, ensuring they align with Council's Strategic Plan and service objectives. You will drive innovation and continuous improvement, overseeing technology and information systems that support efficient service delivery across Council.

As a key leadership position, you will influence strategic planning, optimise resource allocation, and guide teams to deliver high-quality outcomes. You will be responsible for managing change, solving complex problems, and making informed decisions within established policies and budget parameters. Collaboration will be essential, working closely with the Executive Leadership Team, internal departments, and external stakeholders to achieve Council's objectives.

About the Team

You will be part of a dynamic, forward-thinking team committed to building a strong and connected community through leadership, collaboration, and innovation. Working within the Corporate Services Directorate, your role will support Council's vision by ensuring technology, information management, and digital services are efficient, secure, and aligned with business needs.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Available	we make it easy for our customers and colleagues to reach us
Helpful	we are approachable and always willing to assist our customers and each other
Empathic	we share our knowledge and commit to dealing with our customer queries responsibly
Responsive	we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us
Reliable	we are honest, accurate and consistent in all that we do

Your Stakeholders

Internal	Director Corporate Services Elected Members, Directors, Managers, and other employees across the organisation
External	Community individuals and groups, regulatory bodies and Government departments, including Local Government bodies, suppliers, consultants and contractors

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.



Position Responsibilities

- Provide leadership, influence, and direction in the management and allocation of human, physical, and financial resources (both operating and capital) of the Information Services portfolio.
- Establish and be accountable for the strategic planning function of the Information Services Department.
- Contribute to the setting of organisational priorities as well as the development and implementation of strategic and corporate projects.
- Oversee and manage the business systems process improvement function.
- Develop, review, and administer relevant policies and procedures to ensure compliance and efficiency.
- Lead and implement the Customer Service Framework as it applies to the department.
- Oversee and manage relationships and activities with vendors, developers, and consultants in the delivery of information systems.
- Ensure the organisation uses current and cost-effective technology to optimise performance and results.
- Build Information System, Information Management, and ICT Strategic Plans.
- Develop business cases and write complex reports.
- Drive and support the implementation of organisational values and service standards across the department.
- Manage change initiatives and promote a positive workplace culture.

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none"> • Extensive experience, qualifications, skills, and knowledge in IS, IM, and ICT • Demonstrated experience in business systems improvement activities and project delivery • Experience in coordinating, leading, and implementing complex change at an organisational level • Experience in working in management teams where strategic and corporate actions/projects were prioritised, monitored, and delivered • Demonstrated ability to develop business cases and write complex reports • Knowledge of resource allocation, budgeting, and budget control. Demonstrated ability and experience to lead, develop, coach, and manage a team to achieve strategic and operational objectives • Track record of role modelling organisational values and appropriate behaviours to create a positive and accountable team culture • Demonstrated ability to effectively lead, develop, and coach employees and influence progress toward successful results • Ability to manage non-performance and address employee issues effectively 	Essential
	<ul style="list-style-type: none"> • Experience in implementing strategic or business plans within a complex organisational environment. • Experience in implementing customer service frameworks, policy, or procedures. 	Desirable

	<ul style="list-style-type: none"> • Experience in the development of supplier relationships and procurement processes. 	
Collaboration and Communication	<ul style="list-style-type: none"> • Excellent leadership, communication, relationship-building, and negotiating skills. • Demonstrated experience working in partnership with departments and stakeholders on strategic and operational objectives to deliver mutually beneficial outcomes. • Ability to liaise confidentially and professionally with a diverse range of people. • Ability to proactively resolve conflicts and manage competing stakeholder demands. 	Essential
	<ul style="list-style-type: none"> • Demonstrated ability to be an energetic and positive change agent in a supportive team environment. 	Desirable
Qualifications	<ul style="list-style-type: none"> • Qualifications and/or experience in leadership. • Diploma or higher qualification in Business, Information Technology, or a related field, or equivalent experience. 	Essential
Customer Service	<ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of high-quality customer service • Demonstrated commitment to providing high-quality customer service 	Essential
Government Experience	<ul style="list-style-type: none"> • Experience working in a government environment • Proven experience managing teams to achieve business goals. • Demonstrated experience in providing customer focused ICT solutions and leading IT projects in a complex environment. 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Strong working knowledge of Office 365 and enterprise IT solutions • Experience in overseeing ICT infrastructure, cloud solutions, and digital transformation initiatives • Ability to manage complex corporate projects with cross-functional teams 	Essential
Finance Delegations	<ul style="list-style-type: none"> • As per financial delegation expenditures 	
People Leadership	<ul style="list-style-type: none"> • 3 Direct reports • 10 Indirect reports 	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
2. Frequent (occurs 1-2 times daily)
3. Occasional (occurs 2-4 times per week)
4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y				X	
Climbing e.g. stairs/steps/ladders	Y	X				
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y				X	
Gripping/grabbing	Y			X		
Fine hand coordination	Y				X	
Holding/supporting any object or person	Y				X	

Environmental						
Work in an indoor/outdoor environment	Y	X				
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N				X	
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	Y				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y			X		

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y		X			
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y			X		
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	N				X	
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				Appropriate to work environment as varies. UV Protection Policy applies when working outdoors.