



POSITION DESCRIPTION

General Stream Band 1 to Band 8

POSITION TITLE:	Manager, Digital Innovation and Delivery
Entity	Legislature - General
Unit	Information & Communications Technology Unit (ICT)
Reports To (role)	Program Director, Digital Transformation
Direct Reports:	Information & Communications Technology Unit (ICT) employees
Award and Band Level	Tasmanian State Service Award – General Stream Band 8
Employment status	Permanent Full Time
Full Time Equivalent (FTE)	1
Ordinary Hours per week	Average of 36.75 hours per week with additional reasonable hours as required of the role. The position requires working long and unpredictable hours during sittings of the Parliament and other peak activity periods with work being undertaken outside normal hours. Leave is restricted during these periods.
Location	Parliament House, Hobart, Tasmania

About Us
<p>The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of 3 separate entities consisting of:</p> <ul style="list-style-type: none">• House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members.• Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members.• Legislature -General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to building and facilities, catering and dining, library and research, Hansard, ICT, electronic security and broadcast.

Why work at Parliament of Tasmania
<ul style="list-style-type: none"> • A unique opportunity to contribute to democracy in Tasmania. • Lead digital innovation and transformation in a parliamentary setting. • Work at the intersection of governance, technology, and public service. • A supportive and professional environment that values innovation and collaboration. • Generous leave provisions and staff benefits. • Work that has real impact for Members and the community.

Position Purpose
<p>To provide strategic leadership of Parliament's digital innovation and the delivery of information, communication and technology services, ensuring ICT and digital services enable modern, secure, and effective parliamentary operations.</p> <p>Reporting to the Program Director, Digital Transformation, the role ensures Parliament's digital services are integrated with broader enterprise transformation initiatives, delivering long-term value and alignment with the Executive Director, Legislature General, Presiding Officers' and Clerk's strategic objectives.</p>

Key Accountabilities
<ul style="list-style-type: none"> • Provide leadership, mentoring, and support to the ICT Unit, fostering a culture of innovation, wellbeing, and continuous improvement. • Provide strategic oversight of Parliament's ICT and digital services, ensuring alignment with best practice, industry standards, cyber-security requirements, and Parliamentary and Whole of Government ICT Strategies. • Lead digital transformation projects and change programs that enhance parliamentary operations, service quality, and public transparency. Champion innovation by piloting emerging technologies, supported by an uplift in capability and managed through clear policy frameworks, while strengthening digital productivity across Parliament. • Draft, develop, and implement ICT policies, frameworks, and standards that guide digital operations, ensure compliance, and promote consistent, secure, and efficient use of technology across Parliament. • Represent the Parliament in inter-parliamentary, whole-of-government, and external forums on digital innovation and ICT matters. Build strong relationships with Members, Presiding Officers, electorate offices, committees, and external stakeholders. • Provide authoritative research, solution architecture, and strategic recommendations on digital systems and governance. Ensure processes maintain resilience, security, and quality data. • Provide high-level reports, briefings and policy and strategic advice to the Program Director, Clerks, Presiding Officers, and Executive Director Legislature-General on digital innovation, ICT governance, and infrastructure. • Resolve complex ICT and transformation challenges, balancing competing demands and negotiating outcomes with diverse stakeholders. • Perform any other allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from an occupant at this classification level.

Key Challenges
<ul style="list-style-type: none"> • Leading significant cultural and organisational change in a parliamentary context with diverse and often competing stakeholder expectations. • Ensuring innovation and transformation projects are successfully delivered while ICT operations remain stable and secure. • Responding flexibly to unpredictable demands of parliamentary sittings, committee operations, and political priorities.

- Balancing long-term strategic transformation with short-term service delivery pressures.

Key Relationships

- Program Director, Digital Transformation – receive direction, provide advice, and align digital initiatives with broader enterprise priorities.
- Presiding Officers, Clerk, Executive Director Legislature-General, Members and Committees – engage and provide authoritative advice on digital services and innovation.
- Managers and Staff within PICT – lead, mentor, and ensure coordinated ICT delivery.
- External Stakeholders – collaborate with other parliaments, digital agencies, vendors, and contractors to deliver innovation.

Level of responsibility

- Operates with high autonomy in shaping Parliament's digital innovation and delivery services, under the strategic direction of the Program Director, Digital Transformation.
- Accountable for the quality, integrity, and alignment of digital initiatives with Parliament's broader transformation objectives.
- Exercises judgement in escalating issues to the Program Director, ED Leg-Gen, Clerk, or Presiding Officers.

Essential requirements

- Demonstrated senior-level leadership in ICT strategy, digital transformation, or innovation.
- Proven ability to lead organisational change, build digital capability, and foster innovation.
- High-level knowledge of ICT governance, cyber-security, and digital service delivery models.
- Strong stakeholder engagement and communication skills, with ability to influence senior executives and elected Members.
- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions.

Desirable requirements

- Relevant tertiary qualifications in ICT, Digital Innovation, or Management.
- Experience in parliamentary, government, or complex public sector environments.
- Knowledge of contemporary digital engagement practices and emerging technologies.

Selection Criteria	
Capability Name	Capability Indicators
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	<ul style="list-style-type: none"> • Provides definitive advice and recommendations directly to department's Executive Committee; • Identifies and analyses complex activities to make well informed, logical decisions and recommendations;

	<ul style="list-style-type: none"> Proactively identifies and addresses issues taking a broad strategic approach; Establishes strategic goals for the business unit and communicates the links between the work and department goals.
Delivers quality results by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.	<ul style="list-style-type: none"> Delivers high standard department outcomes and projects; Leads and manages staff performance, clearly communicates performance standards and expectations, provides feedback and rewards achievement; Identifies and implements improvements to work functions and organisational efficiency; Anticipates priorities and develops long term strategies.
People and leadership skills evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.	<ul style="list-style-type: none"> Leads, manages and develops people to build a diverse, positive and productive workplace; Fosters teamwork by working collaboratively and co-operatively and encourages and recognises those behaviours in others; Accepts and responds to constructive feedback and delivers feedback in a manner that gains acceptance and achieves resolution; Actively manages people and performance, including underperformance and upward management.
Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.	<ul style="list-style-type: none"> Prepares complex material and assists others to prepare final material; Clearly articulates highly complex and difficult issues to staff and stakeholders; Develops logical concepts and constructs clear arguments in support of preferred position and broader department context; Represents department at a senior level to negotiate and influence outcomes both internally and externally on complex matters.
Builds & maintains productive working relationships with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.	<ul style="list-style-type: none"> Quickly builds and sustains positive relationships that provide a strong network and encourages stakeholders to work together to deliver outcomes; Actively pursues professional networks and represents the department and Parliament effectively; Cultivates collaborative working relationships and partnerships and encourages others to do the same.
Change responsiveness	<ul style="list-style-type: none"> Looks for change and seizes opportunities to improve outcomes;

evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.	<ul style="list-style-type: none"> • Takes a proactive, strategic and holistic view of change and its potential for positive impact on individuals, areas, external stakeholders and the department; • Leads change through influence and communication and secures stakeholder commitment to change; • Recognises the constant nature of change and maintains flexibility by anticipating and planning for change.
Professional ethics Demonstrated capability to be ethical and professional.	<ul style="list-style-type: none"> • Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly. • Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution.