HINCHINBROOK SHIRE COUNCIL

Information Services Manager
Hinchinbrook Regional Council

peak services Recruitment

Hinchinbrook Shire Council

Hinchinbrook was one of the few shires outside of remote areas in Queensland not to be affected by amalgamations in 2007–2008. The shire is administered from the town of Ingham and:

Covers an area of 2,807 square kilometres
Has a population of over 11,000 people
Is a mix of town, rural and coastal communities

Council is led by a mayor and six councilors.

Council's Mission

To provide leadership in making locally responsive and informed decisions, delivering quality services and facilities to the Hinchinbrook community.

Council's Vision

To strengthen our vibrant regional lifestyle and prosperous economy by growing the population of and opportunities for the Hinchinbrook Shire

Council's Values

INTEGRITY – We will lead our community with integrity and vision. We will embrace change, foster innovation, and be honest and transparent at all times.
PEOPLE FOCUSED – We value our community, our stakeholders and our employees. We will treat all persons with fairness and respect. Council will implement services from a customer perspective.
EXCELLENCE – We will always strive to do our best, to be industry leaders and to look for opportunities in pursuit of continuous improvement.
SUSTAINABILITY – We will be practical, focused, and effective in our delivery of services and programs for the community.

Hinchinbrook Region Overview

Hinchinbrook Shire is located in Far North Queensland, about 1,400 kilometres north-west of the Brisbane CBD, and about halfway between Cairns and Townsville, at the meeting point of the GBR and the Wet Tropics area of northern Queensland. Hinchinbrook Shire is bounded by the Cassowary Coast Regional Council area in the north, the Coral Sea in the east, Townsville City in the south-east, the Charters Towers Regional Council area in the south and south-west, and the Tablelands Regional Council area in the north-west.
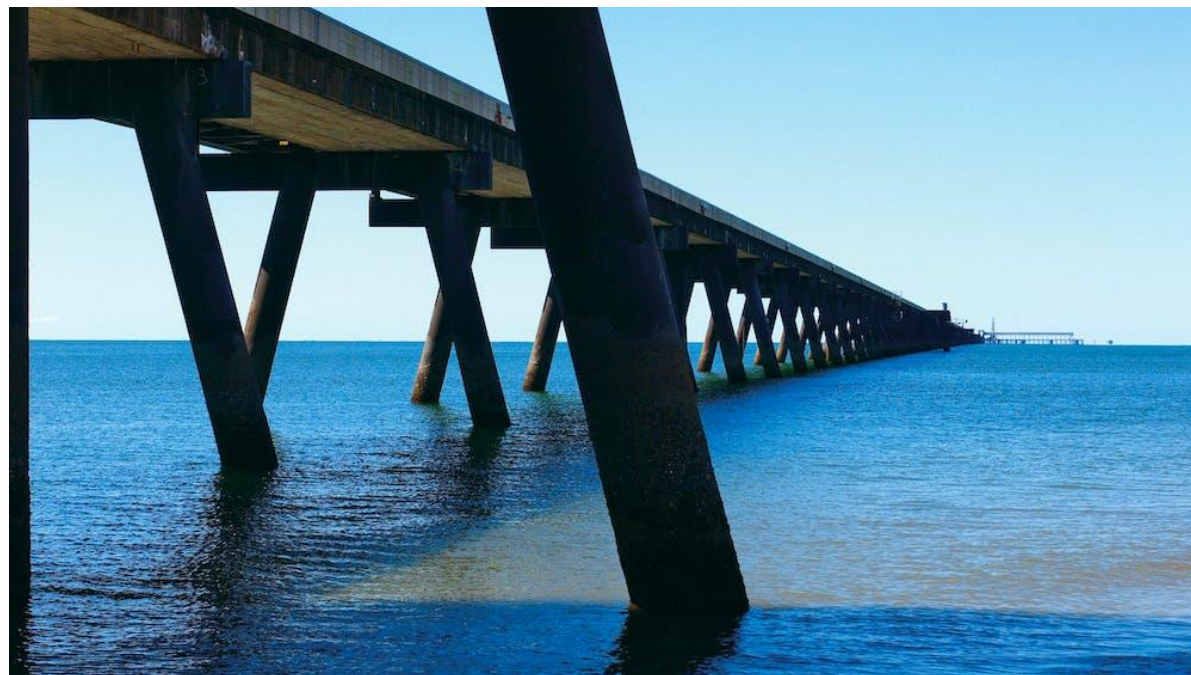
The Shire is predominantly rural, with the main township being Ingham, and smaller townships at Allingham (Forrest Beach), Halifax, Lucinda, Macknade, Taylors Beach and Trebonne. Land is used largely for cattle grazing, sugar cane growing, and fruit and crop growing. Tourism is also an important industry

Hinchinbrook is the gateway to the stunning wet tropics. The shire is encompassed by ancient tropical rainforest, rugged tropical islands and the Great Barrier Reef. The home of Australia's highest single drop waterfall, Wallaman Falls and the departure point for the iconic wild Hinchinbrook Island.

Also known as little Italy - Ingham is renowned for its unique dining, shopping and events.

Situated near the southern end of World Heritage listed Hinchinbrook Island, the Lucinda bulk sugar terminal boasts the longest service jetty in the Southern Hemisphere. At 5.76 kilometres long, supported by more than 660 concrete and steel pylons, the jetty is nothing short of an engineering masterpiece with its length actually following the curved contour of the earth. Sugar takes 22 minutes to travel along the conveyor from the on-shore storage to the shiploader. The single berth can accommodate fully loaded Panamax class vessels and the major cargo destinations are Canada and Malaysia.

The jetty enables Lucinda to receive the largest ships used in the raw sugar trade. Adjacent to this amazing structure is a small service jetty which is popular with anglers who don't have their own boat. Pelagic species such as Spanish mackerel, giant trevally, queenfish, northern bluefin tuna are there for the taking and some anglers have even been lucky enough to land small black marlin.
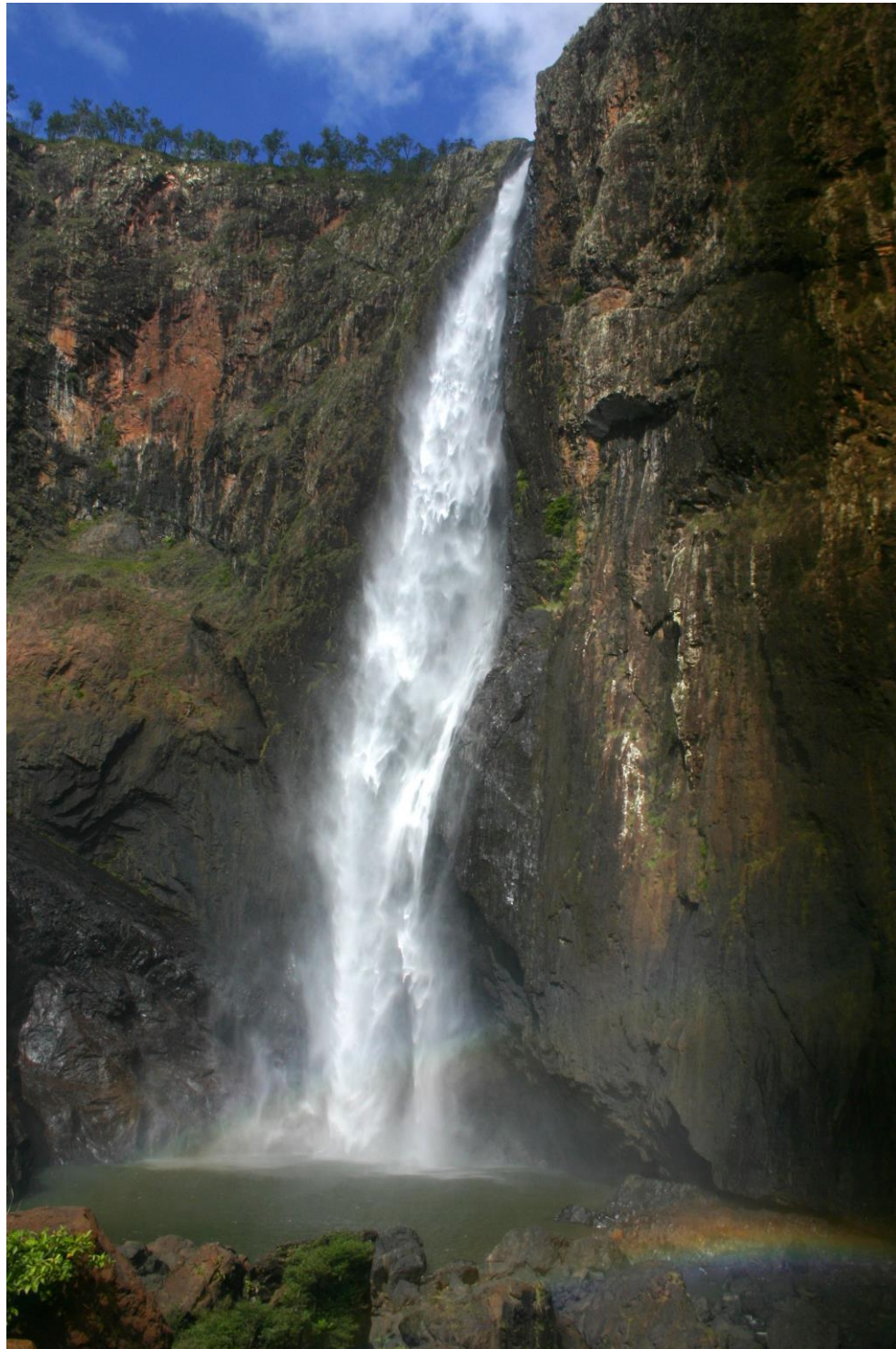
Hinchinbrook Region
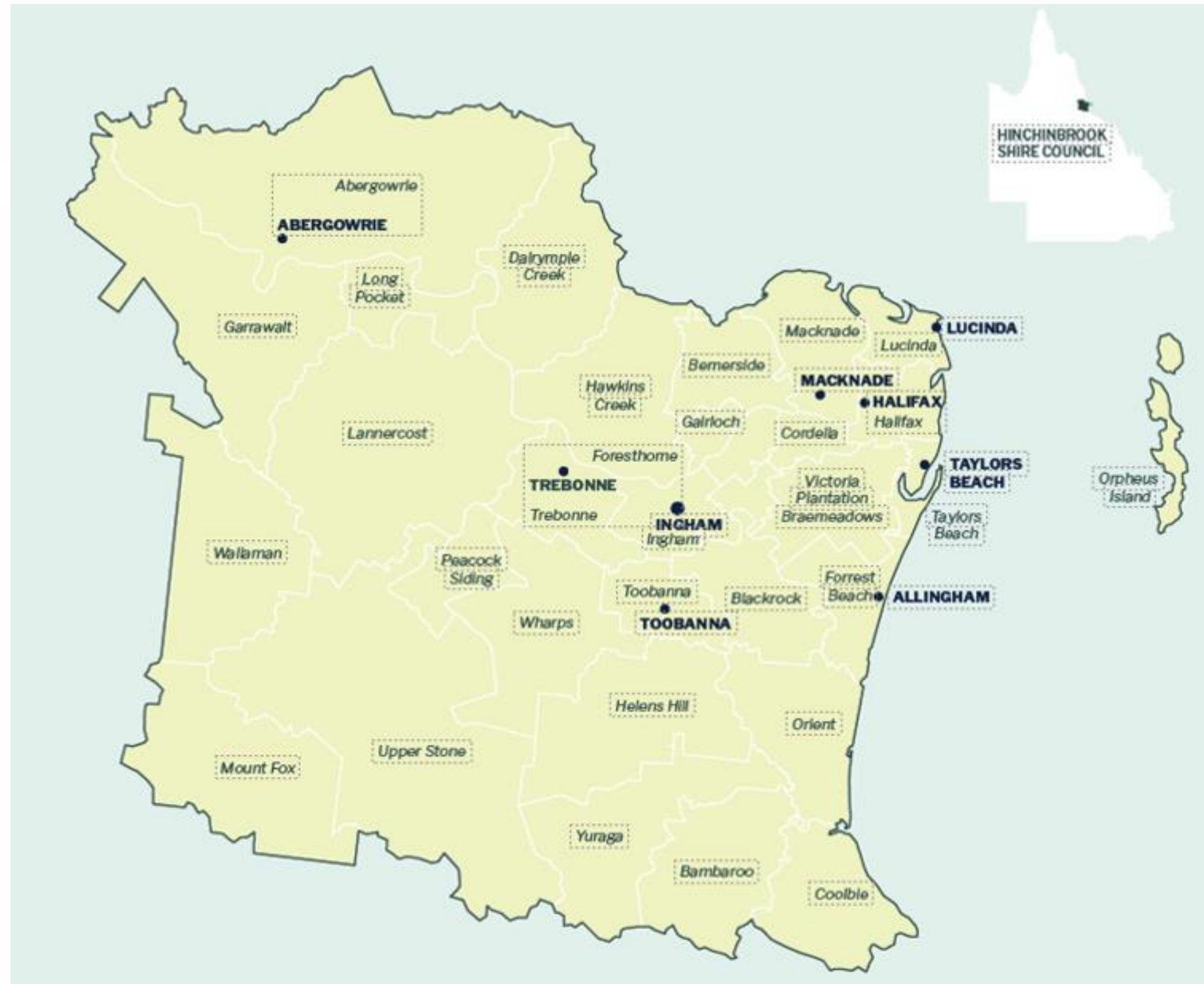
Other features of Hinchinbrook Shire include Girringun National Park (including Mount Fox), Halifax Bay Wetlands National Park, Orpheus Island National Park, Paluma Range National Park, the Great Barrier Reef, Great Barrier Reef Marine Park, Wet Tropics World Heritage Area, Hinchinbrook Channel, Orpheus Island, Pelorus Island, Wallaman Falls which is the Southern Hemisphere's largest single drop waterfall, Jourama Falls, the Herbert River, various state forests, TYTO (Wetlands, Parklands and Regional Art Gallery), Herbert River Museum, Mungalla Station, Port of Lucinda, Lucinda Jetty, several beaches, TAFE Queensland North (Ingham Campus), Ingham Health Services, Hinchinbrook Aquatic Centre, Ingham Golf Club and the Herbert River.

Both the GBR and the Wet Tropics have been labelled as World Heritage Areas (in 1981 and 1989 respectively) for their spectacular features of natural beauty. The coastal town of Cardwell is located just 1 km north of the Hinchinbrook region. While the Hinchinbrook region is not located within the GBR Marine Park or the Wet Tropics area, the fact that it is directly adjacent to these is significant.

The Hinchinbrook region includes the World Heritage sites of Hinchinbrook Island and the Hinchinbrook Channel. The former, Australia's largest island national park, comprises pristine tropical rainforests and creeks that are rich in biodiversity. The latter houses one of Australia's largest areas of seagrass biomass (plant matter). This is an important feeding and breeding ground for endangered Dugong populations that live in the channel. The Hinchinbrook Channel is also home to green turtles and the Irrawaddy, Indo-Pacific Humpback and bottlenose species of dolphin. The foreshores of the mainland and Hinchinbrook Island also boast one of the largest sections of mangrove forests in Australia. This forms the habitat of numerous birds and marine species, including crocodiles.

Hinchinbrook Shire is served by the Bruce Highway, Ingham Airport and the Tilt Train.

Making the Hinchinbrook Region Home

The Hinchinbrook Region is based on the major centre of Ingham that is located between Townsville and Cairns. Ingham boasts major shopping precincts. A new Hospital along with fantastic educational and sporting facilities make Ingham a place that caters for all of life's happenings. A link to the Community Directory is HERE where you can find local groups, community services, sports clubs, facilities, and more.

Education

The Hinchinbrook Shire provides a comprehensive range of education services for all ages and supports life-long learning which can be closely aligned to business needs. Several institutes offer both public and private education across the region. Access to tertiary education is delivered via James Cook University in Cairns and Townsville. Access to vocational education and training is delivered via TAFE at its campus in Ingham.

Details can be found HERE

Medical

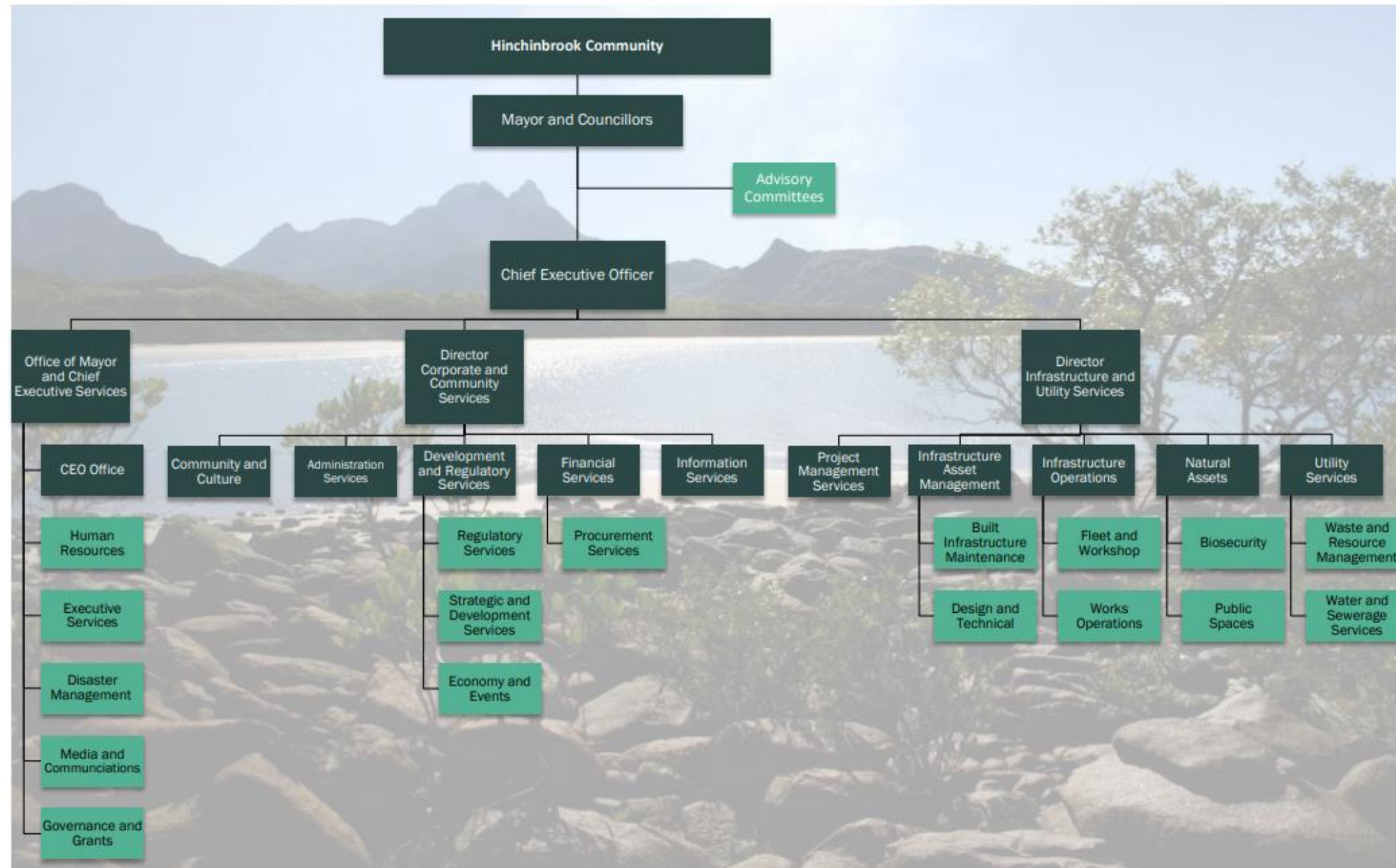Details on the Health Services available across the region can be accessed HERE

Sport and Recreation

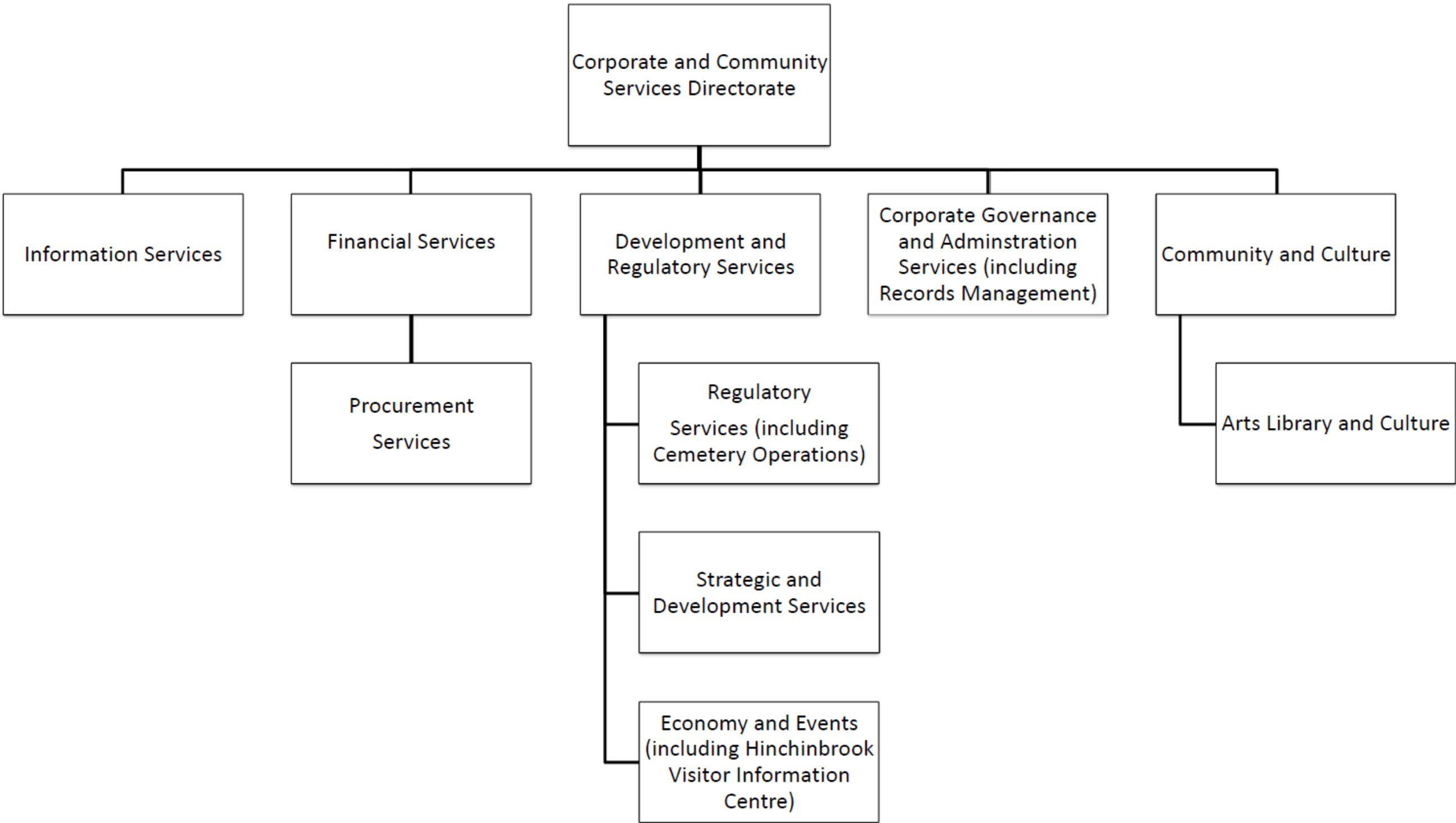A list of the extensive sporting and recreation facilities across the Shire can be accessed HERE

Organisational Structure

Corporate and Community Services Structure

Council Information

Hinchinbrook Corporate Plan 2021-2025

Hinchinbrook Operational Plan 2023-2024

Annual Report 2021-2022

For further information please visit www.hinchinbrook.qld.gov.au

Information Services Manager

Location:	25 Lannercost Street, Ingham
Reports to:	Director Corporate and Community Services
Employment Status:	5 Year Contract

This key role requires visionary, creative and effective leadership to provide cohesive information, communication and technology functions, providing Council, Directors and Managers with outstanding services and sound advice.

The incumbent will be responsible for planning, leading and managing the Information Services Department (4 Staff) including the implementation of the ICT Strategic Plan and creation of subsequent Operational Plans, policies and operating procedures ensuring compliance with legislation and industry standards.

Contribution to the achievement of Council's vision and corporate goals by encouraging innovative and creative development and implementation of service delivery standards relevant to the Department. The incumbent will be required to support the Director Corporate and Community Services to ensure the integrity of financial systems and information, ensuring Council is compliant with all legislative requirements, including Australian Information Technology Standards. Leading and guiding continuous improvement and cultural change initiatives are an expected norm, contributing to improvements in efficiency and effectiveness while developing the accountabilities, skills and capabilities of staff.

The Position also has secondary Responsibilities and Accountabilities as may be required to support and assist other staff within their own Department/function area and/or other business operation areas of Council.

Primary Responsibilities and Outcomes

Financial Accountability

- Financial responsibility and delegations as per Delegations Register ensuring approval of financial transactions and commitments;

- Negotiate service goals and targets with external funding bodies where applicable; and

- In collaboration with the Director Corporate and Community Services lead and manage the overall provision of functions including budgeting.

Accountability

- Being responsible for both managerial and operational responsibility for the Information Services Department by ensuring that the services and infrastructure support the organisation's operational and strategic plans including the planning, direction, control and evaluation of the IS operation across a multi-site environment;

This Position is designed to:

- Provide advice to senior management of future Information Services requirements and, through a program of structured planning, determine priorities for development and maintenance of the corporate computer environment;

- Provide effective liaison between IS and all levels of management and employees within the Council on all matters relating to ICT, and external parties as may be required;

- Manage Council's IS Help Desk, ensuring that hardware, software, network and/or connectivity technical assistance either proactively or in response to all users of Council's computers or systems, ensuring that all requests for assistance are logged and actioned promptly with users kept informed of the progress;

- Being responsible for ensuring network security as identified in Council's computer equipment and software usage procedure and for implementing IT disaster recovery measures as identified in Council's Disaster Recovery Plan;

- Day to day activities will ensure that Council meets all its' obligations under the Local Government Act 2009, the Local Government Regulation 2012, and any other relevant legislative requirements. The incumbent of this Position will be required to develop and oversee control systems to prevent or deal with violations thereof; and

- Additional features include providing specialised technical, professional and/or administrative advice on policy matters within the department and/or Council.

Primary Responsibilities and Outcomes

Independence and Decision-making

- Employees at this level will be required to take responsibility for decision making and action within the boundaries of Council policies and, legislation;

- Employees will be expected to contribute knowledge in establishing procedures and require skills in managing time, setting priorities, planning and organising their own work and that of subordinate employees, where supervision is a component of the position, to achieve specific objectives;

Employees will also be expected to;

- set outcomes and further develop work methods where general work procedures are not defined. Solve complex problems in a demanding operating environment and contribute to strategy and policy development;

- Make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards. Decisions may have a minor effect externally within approved policy and operational parameters; and

- Exercise judgement to make decisions governed by the application of rules, regulations, best practice principles or the agency's operating instructions and procedures, and, identify problems or issues and resolve or establish treatments to mitigate.

Customer Stakeholder Management/Service Standard Delivery

- Develop, support and maintain internal and external relationships;

- Positively contribute to providing support to stakeholders through change; and

- The incumbent will be required to lead in the development and implementation of Service Delivery Standards relevant to the Position.

Disaster Management

- Be available to support any disaster management response and recovery actions during and following activation of Council's Local Disaster Management Group in times of natural disasters; and

- Undertake training as required to provide proficient and effective support services during natural disasters.

Key Accountabilities

- Provide leadership and strategic direction to Council regarding contemporary ICT and business information services that support the achievement of Council's Corporate Plan
- Manage Council's contractual relationship with TechnologyOne
- Ensure that the services provided by IS help service delivery departments to become more customer centric. IS services cover people, processes, organisation, and technology
- Lead strategic planning and execution of ICT programs for long-term enterprise and information architectural sustainability of Council's ICT investment and information management governance
- Work with direct reports to ensure plans and actions are in place with their respective teams for skills development opportunities, performance management, Achievement and Development Planning discussions and succession planning
- Ensure consistently high standard of performance from Information Services by monitoring and reviewing performance of each of the sub-units:
  - Business Intelligence
  - Spatial and Asset Services
  - ICT Operations
- Provide advice to Council's Executive Management Team on contemporary and emerging ICT and business information developments, trends, and opportunities, including recommendations for solutions to maximise disruptive technologies, effectively shaping the future of Council's Enterprise Architecture business practices and service delivery enablement
- Provide strategic advice to the Executive Management Team on ICT governance framework, obligations, compliance strategies, existing and emerging risks, supporting strategic decision processes and critical issues response
- Ensure Council's ICT security posture is contemporary and aligns to the risk appetite of the organisation
- Prepare and submit annual and strategic ICT budgets for adoption, including managing operational, capital requests and the budgeting process
- Create a culture of collaboration that acts as a catalyst for ICT innovation across Council that leads to reforms in the strategic use of Information Management systems across Council
- Maintain and develop relationships outside of Council with peers in other local governments and with strategic suppliers
- Maintain oversight of all current and planned Digital and ICT programs and projects to ensure they are supported by sound business benefit models and the realisation of these benefits
- Ensure all activities led by Information Services use approved frameworks and methodologies
- Manage all aspects of Council's ICT risks through a risk-based management framework
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees

Behavioural Competencies

- Practices and influences behaviours aligned with Council's Values and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility, takes an ownership role and influences Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Excellent interpersonal, influencing and negotiating skills to work with Councillor's, Executives, other senior management, vendors, and external agencies or stakeholders
- Extensive experience in providing high level strategic advice and presentation of major business cases to executive teams
- Adept at translating the approved strategies of Council into operational reality, measurable results and be able to switch from strategy to implementation.
- Provides 'break through thinking' to negotiate 'win-win' solutions with all stakeholders
- Looks for, and acts on, opportunities for synergy and integration across the department and the organisation
- Inspires individual and team commitment for performance and meeting team goals
- Commits to personal and professional development

Selection Criteria

Essential:

- Tertiary qualifications in Information Management or qualifications through continued professional development or demonstrate recent experience of no less than 5 years, in a senior ICT leadership role
- Proven experience in transforming business and customer outcomes through people, process, organisation, and technology
- Proven experience in information technology management, particularly in the implementation and management of financial systems, procedures and policies;
- Experience in dealing successfully with TechnologyOne or similar enterprise software provider
- Demonstrated experience of how to transform and position an organisation to exploit the benefits of T1 or equivalent
- Demonstrated excellence in interpersonal communication, knowledge sharing, and presentation, including an ability to communicate with both expert and non-expert audiences
- Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programs/projects whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders
- Demonstrated ability to develop, implement and maintain whole-of business ICT strategic plans for a multi divisional organisation
- Ability to demonstrate behavioural competencies
- Current Queensland "C" class drivers licence

Desirable:

- Previous experience in Local Government.

Why this role?

- Reporting to the Director Corporate and Community Services, you will be able to make the role your own and actively take the reigns of something that will continue to underpin the way Council strives to manage ICT across its operations.

- This could be the lifestyle change you have been seeking and a stepping-stone to a larger role.

- In this leadership role you will be a driver of change and given the mix of 'hands on', strategic and involvement in projects you will be active and networked across the organisation in terms of how it operates. Building and further growing the team will appeal as you keep them focused on their stakeholders and in understanding the impact of what they are doing.

- You will be supported by a Director who will provide further education and training if required and who is ultimately more interested in your overall motivation and attitude vs qualifications. Importantly, he will help you make it work as part of his leadership team and is someone who takes a genuine interest in this area of the business. Building and driving the culture of the Directorate will be a key part of making things happen. Overall, the organisation is on the cusp of becoming more of a place of change so you will have the opportunity to be a part of this and to influence and contribute to 'best practice' initiatives.

- The appeal of the role is being able to make a difference in a smaller community and to do something different away from the corporate world in major capital cities.

- With the appointment of a new CEO there will no doubt be an appetite for doing things differently so you will have a voice as part of the leadership team and be supported as you continue taking the organisation forward in ICT initiatives.

Additional Information

- There are 200 FTE roles in Council and 75 in the Corporate and Community Directorate. Budget for Information Services is $2.5M.

- Bringing fresh energy and eyes to the role you will maintain momentum moving forward given the network infrastructure is in place and the 'hard yards' have been done.

- Facilitating the unified adoption of comprehensive enterprise solutions such as TechnologyOne will be paramount to success. Astute change management will be needed, particularly building confidence that counters the tendency for segregated, specialist solutions.

- A strong project management background will underpin discerning acumen for managing the TechnologyOne relationship, ensuring there is a carefully balanced approach to exploiting opportunities with a focus on the outcomes required. You will be involved in cross functional projects eg all water is controlled by SCADA links and there is a focus on microwave links vs mobile phone connectivity across the region. There is leading edge work being done to support disaster management eg security cameras and communication links on bridges, monitoring flood levels and working closely with BOM in these areas.

- The new ICT plan is in place so you will have a clear direction to follow from the outset of your appointment. Some of the priorities include making sure information is 'in the Cloud' as much as possible. Data and Storage has already moved together with active Directories so you will continue with this focus in terms of utilising the Cloud as much as possible, so Council is less wedded to hard infrastructure.

- You will be a Manager that is keen to get out in the business to understand it and have a presence and visibility with your team ensuring there are regular meetings and feedback provided in one-on-one sessions. The role will also be the central point in Council for a consistent fleet of equipment and software.

- Renowned as a strong leader, you may be currently working at this level or have a good understanding of networks including exposure to the majority of functions in the ICT space and are keen to 'step up' and leverage your career.

- An understanding of how risk is changing and the ability to be across the evolving IT landscape and how it all operates will be part of your DNA.

Remuneration and Council Benefits

- The cash component will be between $115,000 – 130,000 dependent upon experience + 12.5% Super on base.

- Vehicle Allowance of $17,500 per annum ($673.08 per fortnight)

- Provision of a laptop and mobile phone for work purposes.

- Working a 40hour week (for calculation of leave accrual). There is 5 weeks annual leave (no leave loading), plus an additional 5 days of flexi leave per annum (non-cumulative). 15 days sick leave. The EB increases apply to the contracts in terms of wages increase.

- Locality allowance, relocation and rental assistance and annual professional development allowance.

- Uniforms and protective clothing will be provided annually in accordance with Council policy

Recruitment Process

Application period:	Friday 19th January - Monday 5th February
Closing date:	Monday 5th February 10pm
Initial assessment and Peak Interviews	Tuesday 6th February - Friday 9th February 2024
Council Interviews:	Week Commencing 12th February 2024

Assessing Applications

Peak Services will review all applications and provide an initial recommendation of suitable candidates to Council.

In consultation with Peak Services, Council will determine a shortlist of suitable candidates, and interviews will be arranged with the Council panel. The Council may require the candidate to undergo psychometric testing to assist in understanding the candidate's working preferences and attributes as well as fit for the organisation. There will be a requirement to provide referees and possibly the need of a criminal history check based on Council's discretion.

Privacy information

Privacy Information: Peak Services is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information that you provide in your application will only be used by employees of Peak Services. Your information will be provided to authorised Council Officers, including Human Resources, interview panels and hiring managers.

Contact

For more information contact

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