



WITH COMPLIMENTS

INFORMATION KIT

for

**MANAGER INFORMATION SERVICES – FA250
VACANCY REFERENCE NUMBER – 2506**

*The key selection criteria **must** be addressed to be considered for this position.*

Enquiries

Human Resources Section

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Human Resources
Cairns Regional Council
P O Box 359
CAIRNS QLD 4870**

Email Address: recruitment@cairns.qld.gov.au

Web Address: www.cairns.qld.gov.au

Closing Date: [Wednesday 25 November 2009](#)

Last Updated: September 2009

POSITION: Manager Information Services
POSITION NUMBER: FA250
DEPARTMENT: Corporate Services
BRANCH / BUSINESS UNIT: Information Services
UNIT: Management & Administration
ORGANISATIONAL RELATIONSHIP: General Manager Corporate Services

1. POSITION PURPOSE:

This is a key leadership position within the Corporate Services Department, providing management for the development and delivery of Information and Communications technology (ICT) solutions and services to cost effectively support the business operations of Cairns Regional Council, ensuring that the services are aligned with the requirements of the Council as a whole. The understanding of current and future corporate directions is required to allow the formulation of Information and Communications technology strategies that enable the achievement of corporate goals.

Operational duties include: the delivery of Information Services support for operational reliability, security, performance and availability; maintaining currency of information communications technology; provision of infrastructure for the Council, including telephony and data communication networks, data storage, servers and desktop computing services.

The incumbent will engage with key stakeholders on system performance and operational requirements to anticipate and prepare for future growth. This requires the Manager Information Systems to have a solid understanding of the operational business, where the incumbent works as a business partner to provide Information Systems solutions to achieve the overall goals of the organisation.

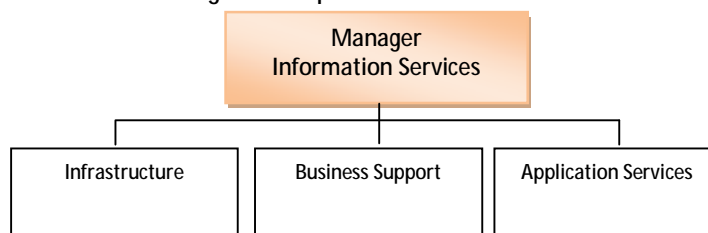
2. ORGANISATIONAL ENVIRONMENT:

The Manager Information Services, will work within the operating environment of the Cairns Regional Council, and in particular Corporate Services Department, and will actively promote the mission and values as demonstrated through work style and ethics and act as a role model as a member of the Corporate Services Senior Executive Team.

Mission: "Providing for today - Planning for tomorrow"	
Vision: <ul style="list-style-type: none"> We will be Australia's greenest region We will grow and embrace distinctive and vibrant communities We will be creative 	Values: <ul style="list-style-type: none"> Working together effectively Pride in our work Respect Accountability Sustainability

3. ORGANISATIONAL RELATIONSHIPS:

This role reports to the General Manager of Corporate Services.



4. EXTENT OF AUTHORITY:

Authority as delegated by the General Manager, Corporate Services.

Financial Delegation: Expenditure authority limit is \$75,000 for this position, for a single purchase or transaction.

5. POSITION OUTCOMES:	
Accountability: STRATEGY AND BUDGET PLANNING	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> Develop, deliver and implement the 5 year Strategic Information Systems Plan for the Council. 	<ul style="list-style-type: none"> Buy-in of stakeholders gained, and plan delivered against for various time deliverables.
<ul style="list-style-type: none"> Coordinate and manage the preparation and review of the Annual Budget and Operational Plans for the branch including taking responsibility for financial targets. 	<ul style="list-style-type: none"> Adherence to Corporate timelines. Approval of the budget by General Manager Corporate Services.
<ul style="list-style-type: none"> Manages Branch within budget and operating plan as adopted by Cairns Regional Council. 	<ul style="list-style-type: none"> At each quarterly review Branch is within budget and in accordance with adopted Operational Plan.
Accountability: COMMUNITY NEEDS	
Outcomes	Measure of Performance
<ul style="list-style-type: none"> Deliver sound information systems to functional departments to ensure delivery of good customer service. 	<ul style="list-style-type: none"> Service to the community is not interrupted with downtime due to systems outages etc.
Accountability: HUMAN RESOURCE MANAGEMENT	
Outcomes	Measure of Performance
<ul style="list-style-type: none"> Recruit and develop people with the right skills to achieve the desired business outcomes. 	<ul style="list-style-type: none"> Development and implementation of key performance indicators across the Unit. Monitor and assess staff retention figures. Report on reviewed adjustments in recruitment / training and performance methods to rectify staff issues.
<ul style="list-style-type: none"> Provide a climate that is safe and encourages motivation and innovation. 	<ul style="list-style-type: none"> Measure Staff Engagement with Engagement Survey.
<ul style="list-style-type: none"> Promote individual and group performance management. 	<ul style="list-style-type: none"> Have a combination of both individual and group Key Performance Indicator's in performance reviews for employees.
<ul style="list-style-type: none"> Ensure staff appraisals and staff development programs are completed and implemented in accordance with agreed time frames. 	<ul style="list-style-type: none"> Report from Human Resources that shows dates that appraisals and development plans were completed and signed off.
Accountability: BUDGET AND SERVICE MANAGEMENT	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> Agreed services provided in line with budget. 	<ul style="list-style-type: none"> On or under budget.
<ul style="list-style-type: none"> Ensure operational reliability, security, performance and availability of information communications technology infrastructure for the Council including telephony and data communication networks, data storage, servers and desktop computing services. 	<ul style="list-style-type: none"> Report on service levels for number of requests categorised, time to complete and close requests. Performance to be measured against projected improvements, and progress against agreed timeframes. Performance to also be measured by down-time with functional problems. Performance to be also measured by feedback from the internal customers through annual survey.
<ul style="list-style-type: none"> Provision of an information and communications technology service desk function for infrastructure support encompassing application usage, advice and training. 	<ul style="list-style-type: none"> Accessibility to provide advice ascertained by customer service feedback.
<ul style="list-style-type: none"> Improve systems and provide enhancement activities through a coordinate change management plan. 	<ul style="list-style-type: none"> Demonstrated cycle of continual service improvement.
<ul style="list-style-type: none"> Provide detailed technical design, development and deployment of system solutions. 	<ul style="list-style-type: none"> Delivery of designs and deployment of systems to agreed timeframes.
Accountability: RISK MANAGEMENT	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> Ensure security of data and Council business systems, ensuring that access is restricted to appropriate users. 	<ul style="list-style-type: none"> Audit of security, reported to the General Manager, Corporate Services.

<ul style="list-style-type: none"> Ensure compliance of staff with Workplace Health and Safety requirements. 	<ul style="list-style-type: none"> Audits reflect compliance and a culture of safety.
Accountability: STAKEHOLDER ENGAGEMENT	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> Proactively engage in improvement initiatives within Council in respect of business systems. 	<ul style="list-style-type: none"> Evidence that ideas have been generated to provide business areas with potential improvements prior to them being sought after.
<ul style="list-style-type: none"> Develop and maintain a high level of customer focus, and a commitment to quality customer service amongst staff. 	<ul style="list-style-type: none"> Customer feedback survey.
<ul style="list-style-type: none"> Communicate to internal staff groups and relevant external stakeholders key messages from the Council. 	<ul style="list-style-type: none"> Professional membership and participation in at least one Industry Body, relevant to area of work. Participation in key engagements and events at Council, community, and industry levels.
Accountability: LEADERSHIP	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> Demonstrate key leadership behavioural practices such as: Model the way, Challenge Processes, Create a Shared Vision, Encourage the Heart, and Enable others to Act. 	<ul style="list-style-type: none"> Models key qualities of the Council's vision and actively encourages the same in staff measured through staff feedback or a leadership survey feedback.
<ul style="list-style-type: none"> Promote effective resource management practices to meet workload pressure and conflicting demands. 	<ul style="list-style-type: none"> Core Processes and Procedures mapped and measured for compliance. Maintaining headcount to the minimum standard required to meet service level standards. Effective Roster management processes.
<ul style="list-style-type: none"> Establish and maintain a communication network through the Branch to enable all staff to be aware and be involved with the plans of Corporate Services. 	<ul style="list-style-type: none"> Demonstrate a regular formal and informal communication framework, balancing both face to face and written or emailed communication.
<ul style="list-style-type: none"> Foster professional development through coaching, mentoring, providing opportunities to advance technical expertise and provision of continual learning opportunities. 	<ul style="list-style-type: none"> Cross-skilling for succession planning purposes. Development and implementation of key performance and development plans for staff within Department. Internal Training and staff development plans in place.
Accountability: INNOVATION AND BUSINESS DEVELOPMENT	
Outcomes	Measures of Performance
<ul style="list-style-type: none"> With Continuous improvement in mind, perform business and systems analysis designing solution concepts and evaluations, generating an information communications technology strategy with research, development, information modelling, management, and planning. 	<ul style="list-style-type: none"> Demonstrated continuous improvement activities such as research and development with outcomes that improve business capacity and/or efficiency.
<ul style="list-style-type: none"> Provide Training and Development for staff in processes, procedures, and financial management. 	<ul style="list-style-type: none"> Training evaluation form feedback in terms of learning outcomes.

Incumbent will also perform other duties as required commensurate with this classification level and other duties that are reasonably directed.

6. CAPABILITY AND QUALIFICATION REQUIREMENTS:

Applicant must have: Bachelor Degree in Business or Information Services, or Technology and commensurate experience in large multi-function organisations operating in multi-site environment.

Need to demonstrate technical knowledge in the following areas: software development, database administration, network administration, networking, communications, systems and database technologies.

Must have demonstrated experience in budgeting and financial management, project and change management, strategy design and operational implementation, system design and implementation.

7. KEY PERFORMANCE INDICATORS (KPI'S):

Key Performance Indicators detailing the outcomes of this position are utilised during the course of employment and are reviewed with the General Manager of this role on a twelve (12) monthly basis and signed annually as part of the Cairns Regional Council Performance Management System.

8. SELECTION CRITERIA:

- SC1: Demonstrate management experience managing large teams with diverse skill sets, and competing interests and priorities for resources.
- SC2: Demonstrate a track record of managing a large budget, and the ability to prepare accurate costings for projected future needs of the department.
- SC3: Demonstrate a history of having managed Information Systems in a large multi-function organisation that is geographically dispersed, requiring the provision of services to many locations.
- SC4: Demonstrate a good working knowledge of software development, database administration, network administration, communication systems, database technologies, development.
- SC5: Excellent skills in project management, integration, customer engagement, and prioritising scarce resources.
- SC6: Show a thinking preference for big picture planning and strategic planning.

Please read this information carefully, as it will help you with the preparation of your employment application.

This information kit contains essential documents that you will require to complete your application. These include;

- ✓ Position description for the role, which contains the key selection criteria that **must** be addressed.
- ✓ Closing date for applications.
- ✓ Job Application Cover Sheet.

Q. What are key selection criteria?

- A.** These are key statements on the skills, knowledge, competencies and qualifications that are required to perform the position. Your application **must** include statements, which address the key selection criteria. Depending on the role and its level of responsibility each key selection criteria should be no longer than a page.

Each application will be assessed independently against the selection criteria. Establishing the order of merit. Interviews will be determined by how well applicants satisfy the selection criteria. Therefore, it is vitally important that you respond to the selection criteria.

Tip – *To address the key selection criteria provide evidence of your suitability with examples of how you consider yourself suitable for each of the selection criteria. Each selection criterion should be responded to separately. Wording used in the selection criteria describes the necessary level of knowledge or skill / ability to do the job. For example:-*

- ✓ *Demonstrated means that you have actually performed the activity or used the skill in the past, rather than just the potential to do so.*
- ✓ *Knowledge of, or the ability to rapidly acquire the knowledge of, means that you already have the required knowledge or you can provide examples of past situations, which have required a rapid acquisition of knowledge.*
- ✓ *Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.*

Q. How is my application assessed?

- A.** Each vacant position has a selection panel established to oversee the recruitment process. The selection panel comprises of 2-3 people who will assess how well your knowledge, skills and abilities meet each of the selection criteria. The selection process includes;

- Short listing - based on written application and response to key selection criteria.
- For those short-listed a structured interview will take place - a panel will ask questions, which address the key selection criteria.
- Work test - the panel may ask you to perform a task / demonstrate skills as required by the role.
- Reference check - the panel contacts referees as nominated by you.

Q. How is my application assessed continued?

- A.** Merit is the sole basis of selection and is measured by how well applicants satisfy the selection criteria listed in the position description. The claims of individual applicants are therefore assessed on the basis of their suitability for the position, determined by matching their specific qualifications, experience and personal attributes with those required for the job.

Applicants are normally expected to meet all "essential" experience, skills and qualities, and qualifications set down in the selection criteria for the position, and, ideally, the "desirable" criteria components. However, the potential to develop within the position may also be considered in assessing a candidate's suitability.

Depending on the nature of the role, if you do not meet an essential selection criterion to satisfy a legal, registration or accreditation purpose or to satisfy a requirement of a professional body, (e.g. driver's licence, tertiary degree) you may be excluded from further consideration for the position.

Q. How long does the process take?

- A.** Positions are generally finalised 4-6 weeks from the closing date. All applicants will receive a letter via the mail acknowledging receipt of their application. If you have been short-listed you will be invited to attend an interview. Applicants will be advised of the result of their application following completion of the recruitment process.

Q. Will we accept an application after the close date?

- A.** The selection panel may accept a late application dependent on circumstances and as long as the short-listing process has not commenced.

Checklist**Your application must consist of the following:**

- p** Completed Job Application Cover Sheet
- p** Covering letter
- p** Resume
- p** Statements addressing the selection criteria (*no longer than a page for each response*)

Applications can be sent by:

Facsimile: (07) 4044 3022

Email: recruitment@cairns.qld.gov.au

Post: Cairns Regional Council
P O Box 359
CAIRNS QLD 4870

**Applications marked "*Confidential – Application for Position*" should be received by close of business (5.00pm) on the closing date for the position.
Late applications may not be considered.**