

Business Engagement Team Lead

Department for Child Protection

OFFICIAL

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO7	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Senior Manager, Business Engagement & Solutions Development	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Multiple		
ABOUT THIS ROLE:			

The Business Engagement Team Lead is a role within the Department for Child Protection (DCP) and is accountable to the Senior Manager, Business Engagement & Solutions Development for leading a team of business analysts to facilitate communication and collaboration between the IT department and various business units across the organisation. The primary focus of this role is to ensure that IT solutions and services are aligned with the needs and priorities of the business, and that business stakeholders are engaged and informed throughout the IT development lifecycle. The Business Engagement Team Lead utilises quality project management methodologies, provides specialist technical advice to vendor assessment processes and manages and undertakes a range of specialist vendor management functions. The role provides expert advice to senior management, project teams and business units' staff to ensure the successful delivery of project outcomes.

YOU WILL BE ADDING VALUE BY:

1. Lead the planning and delivery of a range of complex and specialist business process analysis functions, including planning, managing and documenting assessment and undertaking research and evaluation of complex business solutions.
2. Lead a team of Senior Business Analysts to provide exceptional service to business stakeholders, to ensure that IT solutions and services are aligned with the needs and priorities of the business.
3. Establish and maintain a deep understanding of the organisation's business processes, objectives, and strategies, ensuring that IT solutions and services are aligned with business requirements, priorities, and expectations.
4. Develop and maintain strong relationships with business unit leaders, stakeholders, and end users, serving as the primary point of contact for business stakeholders throughout the IT development lifecycle.
5. Facilitate requirements gathering sessions, document business requirements, and ensure that requirements are well understood by the IT development team, working with ICT project managers to ensure that project timelines and priorities are aligned with business needs.
6. Lead the provision of regular updates to business stakeholders regarding project status, timelines, and potential impacts to business operations.
7. Collaborate with other ICT and IM teams to identify opportunities to leverage technology to improve business processes that meet DCP business objectives.
8. Collaborate with ICT and IM teams to develop business cases and cost-benefit analysis for proposed technology solutions and present them to business unit leaders and stakeholders for review and approval.
9. Develop and implement processes and procedures that ensure business engagement activities are well coordinated and effective, including requirements gathering, project prioritisation, and stakeholder communication.
10. Provide thought leadership and strategic guidance on emerging technologies, industry trends, and best practices to ensure that IT solutions and services align with business needs.
11. Provide leadership, mentorship, and coaching to team members to facilitate their professional growth and development.



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12. Ensure that IT solutions and services meet or exceed established service level agreements (SLAs) and performance metrics, and work with IT teams to resolve any issues that arise.
13. Develop and maintain metrics and reports that measure the effectiveness of business engagement activities and the value of IT solutions and services to the business.
14. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
15. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:**Internal**

- Senior Manager, Business Engagement & Solutions Development (line manager)
- Division Management and Staff
- DCP management and staff

External

- Consultants, vendors and service providers

QUALIFICATIONS**Essential:** Nil**Desirable:** CBAP®, ITIL®, Agile, Lean/Six Sigma, Project Management or associated certifications. BABOK knowledge.**YOUR CAPABILITIES:**

- High level interpersonal, written and verbal communication skills to articulate and present complex concepts clearly and concisely, negotiate successful outcomes, develop effective working relationships and networks with a broad range of internal and external clients' stakeholders and handle complex and sensitive issues with tact and diplomacy.
- Demonstrated experience in leading and coaching high performing team(s) of business analysts.
- Demonstrated experience in developing, growing and supporting business analysis capabilities across a team or organization based on industry best practice approaches, frameworks and methodologies (eg IIBA, BABOK, Agile).
- Demonstrated ability to work independently, as well as collaboratively as a member of a team, under broad direction, and to conduct detailed and complex research, identify and analyse critical issues, formulate and implement innovative and appropriate solutions, manage high volumes of quality work within tight timeframes and use initiative and judgement to respond to changing circumstances and priorities.
- Demonstrated experience in project management including planning, scheduling, controlling, managing and implementing ICT System and business analysis projects including developing models, diagrams and specifications, undertaking vendor assessment and preparing documentation and reports with appropriate analysis and recommendations on matters relevant to information technology.
- Demonstrated knowledge of management systems and of business analysis methodologies, techniques and tools.
- Detailed knowledge of South Australian Government ICT and information security related policies, guidelines and standards and of industry-standard project management methodologies, including a broad understanding of enterprise ICT systems, functionality and implementation approaches, and the application of vendor management principles and practices.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Senior Manager, Business Engagement & Solutions Development.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in small aircraft) may be required.
- Hold a current Australian driver's licence and a willingness to drive is essential.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT JULY 2026



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