

Senior Manager, Business Engagement & Solutions Development

Department for Child Protection

OFFICIAL

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

CLASSIFICATION:	MAS3	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Chief Information Officer	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Multiple		

ABOUT THIS ROLE:

The Senior Manager, Business Engagement & Solutions Development is a role within the Department for Child Protection (DCP) and is accountable to the Chief Information Officer for creating efficiencies in delivering child protection services through seamlessly integrating digital technology solutions that provide the right information, at the right time, in the right place and for the right people. The role leads a multi-disciplinary team and will be responsible for leading the development, implementation and support of digital solutions that drive business growth and customer engagement. This role will work closely with internal stakeholders and external partners to understand business needs and develop innovative digital solutions that meet those needs.

YOU WILL BE ADDING VALUE BY:

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| <ol style="list-style-type: none">1. Lead the development and implementation of innovative and contemporary strategies, frameworks and methodologies to deliver complex and creative technology solutions that align business goals and strategic objectives.2. Maintain and evolve responsive and innovative IT services that deliver quality outcomes to meet business needs and enhance the user experience.3. Lead the delivery of quality IT services that support the business to operate effectively, are engaging, empower end users and promote a culture of knowledge sharing and collaboration.4. Lead a multi-disciplinary team to research, evaluate and leverage technology solutions that streamline interactions and direct resources to where they are of most value. Assess options for the operationalisation of new technologies, including evaluating best practice industry standards, in house applications development and procurement opportunities. | <ol style="list-style-type: none">5. Facilitate a culture that encourages communication, collaboration and a shared responsibility for IT services. Establish and nurture collaborative relationships, networks and partnerships with solution development teams, internal and external key stakeholders, senior leaders, and vendors to conduct high level consultation, planning, scheduling and monitoring of changes and ongoing sustainability of IT services.6. Provide leadership for the development and maintenance of service models consisting of governance frameworks, processes and activities that manage IT services throughout their lifecycle. Manage effective and timely communication and reporting to governance authorities and stakeholders.7. Act as the primary point of contact for internal stakeholders and external partners on digital solution projects8. Lead the analysis, measurement and evaluation of performance and service insights to drive continuous improvement. |
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9. Provide leadership and support to team members in the triage and resolution of complex or major issues impacting or threatening the performance of IT services. 10. Provide high level advice, reports and briefings on complex issues, risks and opportunities. Provide expert advice to senior leaders and governance committees regarding technology investments. 11. Lead procurement processes to assess and evaluate prospective vendors. Monitor and assess vendor performance to manage costs, mitigate risks and drive continuous improvement throughout the contract life cycle.	12. 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. 13. 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.
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WHO YOU WILL WORK WITH:

Internal

- Chief Information Officer (direct report)
- Business Engagement & Solutions Development Team Members
- ICT Leadership Team
- Senior Executive Group
- Business Sponsors and Product Owners
- Management and staff across DCP

External

- External service providers and vendors

QUALIFICATIONS

Essential: Nil

Desirable: Tertiary qualification in Computing Science, Information Technology, Public Administration and Management, Human Services, Business Change Management, Project Management or related fields. Membership of relevant professional organisations.

YOUR CAPABILITIES:

- Proven experience in leading multi-disciplinary teams to deliver critical and complex IT services with a high level of quality including assessing and mitigating strategic issues and risks within a government environment, and initiating, managing and undertaking high-level research and analysis.
- Proven ability to work independently, as well as collaboratively in a team, under broad policy guidelines. Ability to think innovatively, creatively and solve complex problems. Ability to influence, guide and support complex business and technical processes at both strategic and operational level. Ability to motivate and inspire staff to succeed.
- Successful record of leading and managing major software implementation projects incorporating stakeholder management, business case development, requirements management, business process analysis/modelling, information analysis/modelling, and enterprise application development to create integrated and cohesive IT services.
- Proven ability to apply industry best practice frameworks and methodologies such as ITIL, Agile, COBIT, PRINCE2, TOGAF and ADKAR to support, evolve and adopt IT services and deliver on strategic priorities.
- High level interpersonal, written and verbal communication skills to consult and liaise collaboratively with stakeholders at all levels and across different sectors, respond effectively to the requirements of a diverse client base, identify and analyse conflict and successfully negotiate on complex and sensitive issues.
- Proven ability to analyse information, evaluate various sources of data and formulate sound conclusions and recommendations. Ability to present findings of research and analysis to diverse audiences and influence outcomes to meet business needs.
- Detailed knowledge of South Australian Government's IT related policies and guidelines and the ability to leverage these in an operational environment to guide decision-making, streamline internal processes and foster continuous improvement.



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 Chief Information Officer.
- 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 licence and a willingness to drive is essential.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Senior Manager, Business Engagement & Solutions Development will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Initiate, Influence

Autonomy	• Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. • Establishes organisational objectives and delegates responsibilities. • Is accountable for actions and decisions taken by self and subordinates.
Influence	• Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. • Develops influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. • Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.
Complexity	• Performs highly complex work activities covering technical, financial and quality aspects. • Contributes to the formulation and implementation of IT strategy. • Creatively applies a wide range of technical and/or management principles.
Business skills	• Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. • Assesses and evaluates risk. • Understands the implications of new technologies. • Demonstrates clear leadership and the ability to influence and persuade. • Has a broad understanding of all aspects of IT and deep understanding of own specialisations. • Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. • Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.
Knowledge	• Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. • Promotes the application of generic and specific bodies of knowledge in own organisation. • Develops executive leadership skills and broadens and deepens their industry or business knowledge.



SFIA Professional Skills:

<i>Strategy and Architecture</i>	
Strategic Planning (ITSP)	Creating and maintaining a strategy to align organisational actions, plans and resources with business objectives
Governance (GOVN)	Defining and operating a framework for making decisions, managing stakeholder relationships, and identifying legitimate authority
Consultancy (CNSL)	Providing advice and recommendations, based on expertise and experience, to address client needs
<i>Change and Transformation</i>	
Project Management (PRMG)	Delivering agreed outcomes from projects using appropriate management techniques, collaboration, leadership and governance
Business Process Improvement (BPRI)	Creating new and potentially disruptive approaches to performing business activities
Organisational Change Management (CIPM)	Planning, designing and implementing activities to transition the organisation and people to the required future state
<i>Development and Implementation</i>	
Systems Development Management (DLMG)	Planning, estimating and executing systems development work to time, budget and quality targets
Knowledge Management (KNOW)	Managing vital knowledge to create value for the organisation
<i>Relationship Management</i>	
Stakeholder Relationship Management (RLMT)	Influencing stakeholder attitudes, decisions, and actions for mutual benefit
Contract Management (ITCM)	Managing and controlling the operation of formal contracts for the supply of products and services
<i>Delivery and Operation</i>	
Release and Deployment (RELM)	Applying the processes, systems and functions required to make new and changed services and features available for use
Incident Management (USUP)	Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible
Problem Management (PBMG)	Managing the life cycle of all problems that have occurred or could occur in delivering a service
Change Control (CHMG)	Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated
<i>People and Skills</i>	
Learning Delivery (ETDL)	Transferring knowledge, developing skills and changing behaviours using a range of techniques, resources and media



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 AUGUST 2026



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