

<b>Title</b>	Technical Delivery Lead
<b>Reports to</b>	General Manager Solution Delivery
<b>Direct reports</b>	nil
<b>Band classification</b>	Band 6, HealthShare Victoria Enterprise Agreement 2023
<b>Date approved</b>	9 September 2024

## 1. HealthShare Victoria

HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

## 2. Position summary

Forming a vital role within the Information Technology Division, the Technical Delivery Lead will work to ensure that IT elements within projects are delivered on time and meet business requirements.

A key to success will be the ability to engage with operational teams and stakeholders from across the organisation to ensure technology can meet the functional needs of the business, while also ensuring the prioritisation of available technical resources, to meet required operational outcomes within agreed timeframes.

The Technical Delivery Lead will work closely with the General Manager (GM) Solutions Delivery and Chief Information Officer to understand resource requirements and existing workloads, and order of precedence for required tasks, while also acting as a key point of contact for the business.

Success in this role will be achieved through delivery of projects and solutions on time and on budget.

## 3. Specific duties and accountabilities

### 3.1 Role/team description

- a. Planning, scheduling, and managing meetings with stakeholders to ensure technology deliverables meet scope and quality.
- b. Track and report on solution delivery milestones, risks, and issues
- c. Accountable to lead various technical resources in the delivery of the disparate projects and workstream across the HSV organisation.
- d. Coordinate technology release and change management activities.
- e. Work closely with key stakeholders to ensure the desired outcomes are achieved and by extension, the desired benefits are delivered.
- f. Act as a key coordination point for development and delivery of project plans, communications and change plans, key deliverables, budgets and other artifacts and outputs as required using the standard HSV templates.
- g. Deliver solution related artifacts on time with a strong awareness of accuracy and aesthetic considerations (and the value associated with this), aligned to HSV standards best practice.
- h. Ensure all communication, oral and written, around the technical delivery, including design documents, reports and briefings, are completed to support the successful delivery.
- i. Work closely with the GM Solutions Delivery, the CIO and other IT team members to ensure coordination and alignment with regard to committed delivery activity and IT governance requirements.
- j. Assist in the development of business cases for IT projects, or related projects.

### 3.2 Be Safe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.

- b. Support the development of risk assessments and management of safety across HSV
- c. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- d. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- e. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- f. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- g. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- h. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.

### **3.3 Management**

- a. Manage various technical resources either directly or in conjunction with the GM Solutions Delivery.
- b. Contribute to the HSV team through participation in formal meetings and other activities as required.
- c. Ensure compliance with policies and procedures, including the Delegations of Authority instrument.
- d. Support and develop open and transparent lines of communication with stakeholders across the organisation including via individual and divisional meetings, email and other regular interpersonal communication.
- e. Identify relevant opportunities and make recommendations for HSV to improve its processes, workplace health and safety, and quality and service delivery outcomes.

### **3.4 Leadership**

- a. Foster a workplace culture consistent with HSV's organisational values.
- b. Maintain strong lines of communication and effective collaboration with key HSV stakeholders.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

### **3.5 HSV values and cross functional collaboration**

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Develop skill levels of team members to ensure that functional requirements of Finance Systems can be met internally within the Finance Systems team and to ensure absences/employee departures can be appropriately covered.
- e. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- f. Uphold HSV values:
  - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
  - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
  - iii. Accountable; We do what we say we will do
  - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
  - v. Open; We welcome new ideas and change as we continue to learn and grow.

### **3.6 Data security**

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to your manager or the IT Service Management team.

### **3.7 Other duties**

- a. While the principal duties of this position are as above, the Technical Delivery Lead may be required to undertake other duties from time to time.

#### **4. Qualifications and Experience Required**

##### **4.1 Academic**

- a. Education to degree level, with qualifications and certifications relevant to technical delivery.

##### **4.2 Experience**

- a. Demonstrated success as a Technical Delivery Lead or Solution Delivery lead.
- b. A minimum of five years' experience in a lead role in a software delivery environment utilising a variety of methodologies.
- c. Demonstrated success in taking responsibility for delivering complex solutions already in flight.
- d. Demonstrated stakeholder management expertise at a senior level.
- e. Demonstrated strength in building and maintaining effective working relationships within technical, project and operational teams and related business unit teams.
- f. Demonstrated exposure to Oracle E-Business Suite. Warehouse Management Systems would be highly advantageous.
- g. Strong knowledge of end-to-end SCM, procurement and finance business processes.

##### **4.3 Personal attributes**

- a. Demonstrated ability to negotiate and manage conflict.
- b. Ability to document and communicate the status of the project against plans, taking corrective action as necessary and having the courage to call out risks to deliverables early.
- c. Demonstrated strength in influencing skills where outcomes depend on contributions outside direct control.
- d. Ability to identify, clarify, manage and resolve risks and issues, escalating them as needed.
- e. Strong awareness of accuracy and aesthetic considerations as they pertain to project artifacts and outputs, reflecting best practice (i.e. aligned to standards achieved by Tier 1 management consultancies).
- f. Ability to communicate complex ideas simply and succinctly.
- g. Ability to think strategically, laterally and work autonomously.
- h. Detail oriented, data driven and intellectually curious.
- i. Adaptability and flexibility to respond to deadlines and time critical tasks and respond effectively to variable work demands including a willingness to work outside of normal business hours when required.
- j. Demonstrated goal and deadline orientation.
- k. Adaptability and flexibility to respond to deadlines and time critical tasks and respond effectively to variable work demands include willingness to work outside normal business hours when required.
- l. Self-driven and outcome-oriented personality.

##### **4.4 Location(s) for Work**

- a. Primary:
  - i. 50 Lonsdale Street, Melbourne Victoria
- b. Secondary:
  - i. Distribution Centre: Foxley Court Derrimut, Victoria
  - ii. Distribution Centre: Ordish Road, Dandenong South, Victoria
- c. As relevant the role may be required to "work from home" from time to time.