

Position Title: Head of Information Technology	Business Unit: Corporate Services
Reports To: Chief Operations Officer (COO)	Direct Reports: This role currently has 9 direct reports
Employment Type: Full Time	Classification: Level 9 – Education Services (Post Secondary Education) Award 2020

Purpose of the Role

The Head of Information Technology serves as a strategic leader managing our technology infrastructure, services and the IT team at Collarts. The role is a hands-on role and provides operational leadership and direction to business in all areas relating to IT management, performance, systems, and processes.

The leadership of the team will provide a collaborative and supportive environment with defined expectations, celebration of strengths, nurturing of development opportunities, open lines of communication and autonomous working arrangements.

As a member of the Collarts management team, the Head of Information Technology will work also closely with the CEO, COO, CSO and Dean to set and drive the development and achievement of the Operations Plan. This is a core component of this role tasked with minimising effort in administrative process, re-engineering key business process, using data intelligently and automating our practices for efficiency. As a key leader in the business, the Head of Information Technology will model the organisation’s values.

This position is based at the Wellington Street campus in Collingwood with a requirement to be present and visible at the other campuses on a regular basis. The role is also required to attend industry events and engage with industry partners which may occur outside of normal office hours.

Alignment with Strategic Goals

The Head of IT will have a role to play in supporting each of the strategic goals, with a more direct focus on the following:

- We will launch Collarts Online, a new offering of selected programs to an online audience.
- We will be a trusted voice on new technologies, producing up-to-the-minute education as solutions emerge.
- We will lay the groundwork for a consolidated campus footprint from 2028, bringing staff and students together for a one-Collarts campus experience.
- We will be relentless in our pursuit of seamless, efficient ways of working, leaving creativity for the classroom.

Key Outcomes

Working closely with the COO and senior leaders, the Head of Information Technology will drive key outcomes for Collarts including:

- Lead and Support the IT Team: Manage and mentor a small IT team, actively participating in help desk activities to provide hands-on support and guidance.
- Manage the IT Budget: Take charge of the IT budget, personally overseeing procurement, licensing, and resource allocation to deliver business needs efficiently and cost-effectively.
- Enhance Business Efficiency: Actively develop the Operations Plan to improve business effectiveness and operational efficiency.
- Drive Process Improvements: Proactively identify inefficiencies in tasks and processes, and personally lead the implementation of IT solutions that deliver tangible improvements.

- Implement Security and Recovery Protocols: Actively establish and manage disaster recovery, backup, and information security protocols, ensuring the protection of company assets.
- Build and Maintain Supplier Relationships: Engage directly with suppliers, fostering strong professional relationships and ensuring accountability through hands-on management.
- Evaluate and Implement Technology: Collaborate with business groups and suppliers to personally evaluate and implement new IT and telecommunications technologies that enhance business efficiency.
- Develop Business Cases: Take a leading role in researching, developing, and presenting business cases for the procurement of new systems and/or IT infrastructure, ensuring they meet strategic needs.
- Hands-On Project Delivery: Take an active role in coordinating resources and schedules to ensure IT projects are completed successfully, working closely with users to meet their needs.
- Conduct System Audits: Perform system audits and testing, personally verifying the operability and compliance of existing and newly implemented technologies.
- Daily IT System Management: Personally oversee the daily operations of IT systems, directly handling escalated issues and ensuring smooth, uninterrupted service.
- Develop and Enforce IT Policies: Directly contribute to the creation, implementation, and continuous review of IT policies and procedures, ensuring hands-on compliance with cybersecurity, privacy, and regulatory requirements.

Key Accountabilities

The Head of Information Technology has the following key accountabilities:

- Lead and nurture the IT team, fostering a culture of curiosity, kindness, connection, courage and mastery
- Management of staffing levels and skills to ensure they remain up to date with changing technology and our business requirements
- Oversee talent acquisition for the IT team, recruiting for outstanding performance in the role
- Coach staff to develop personally and professionally, fostering career development, celebrating milestones, recognising talent, ensuring the team builds capability in contemporary skills.
- Actively contribute as the department lead within executive and leadership meetings
- Oversee the design, implementation, and maintenance of Collarts IT infrastructure, ensuring availability, reliability, and security of systems and networks
- Develop and implement cybersecurity policies and procedures, ensuring compliance with regulations, managing responses to IT security incidents, and maintaining vendor-relationships to ensure cost-effective solutions and compliance with service-level agreements.
- Develop and implement the Collarts IT strategy in alignment with our Strategic Plan
- Identify and leverage opportunities for technology to drive business improvements and efficiencies and lead technology-centric projects
- Manage external service and product vendor relationships
- Provide advice to the CEO and Executive Team on emerging technologies and their potential to innovate our organisation
- Ensure high availability, resiliency, and redundancy of critical systems
- Manage the backup and disaster recovery plans, ensuring data integrity and system availability

As a member of the Collarts Management team, the Head of Information Technology will also be accountable for:

1. Strategy

You will bring future information technology requirements to the Collarts strategic planning and review process, contributing to the sustainable growth vision for the College. You will ensure the Strategic Plan is known and understood across Collarts and is implemented by prioritising work in annual business and staff plans, monitoring progress and acting swiftly to remove obstacles and identify and manage risks, staying on track to deliver. You will communicate key achievements against the Strategic Plan, involving staff in every location and recognising and rewarding achievements.

2. Quality and innovation

You will ensure that policies, processes and systems support high-quality service provision, complying with regulatory standards. You will manage complaints sensitively and in line with policies, making systemic improvements and recovering positive relationships. You will collect evidence on service impact and effectiveness, ensuring improvements make a positive impact, and track improvements in an up-to-date register with actions, accountabilities and deadlines, and close the loop by reporting back. As required you will report to the COO on matters relating to the portfolio. Additionally, you will look for opportunities to drive innovation, ensuring services are digital-first, responsive, customer-centric, high quality, inclusive, accessible and low-effort. You will conduct regular quality reviews, ensuring staff and student input is valued, consultation processes are genuine, and benchmarking is relevant.

3. Operational effectiveness

You will develop and maintain an annual calendar of key activities required for successful service provision, administration and reporting and manage the ebb and flow of trimesters to ensure services are provided, turnaround times are met, and staff workloads are managed. You will provide safe, healthy, vibrant work environments that promote connections and achievement. You will be accountable for all revenue and expenditure as detailed in the budget, driving improved value and efficiency, and identify, mitigate and track risk, ensuring that resourcing is available for risk treatment plans. You will be an active and productive member of the Management Team, including raising business cases for change and influencing decision-making. You will maintain full compliance with all relevant legislation and regulations.

Selection competencies

Essential competencies

- A relevant postgraduate qualification (preferred) and/or extensive experience in a managerial role and a significant body of knowledge in a related professional area.
- Bachelor of IT, Computer Science, or related discipline
- Minimum 5 years' experience as an IT Manager/ Head of Technology, preferably within an educational context, with a proven track record of project delivery
- A track record (5+ years) in inclusive people leadership, with the ability to create and maintain a trusting and empathetic work environment, form effective teams, build capability, improve productivity, leading change in alignment with Collarts values (below) and driving up engagement
- Proven leadership, coaching and management experience
- Extensive project management experience
- Strong understanding of industry best practice, information technology laws and regulations

- Demonstrated experience of organisation-wide complex system implementations and roll out
- Rigorous and detail-oriented analytical and problem-solving skills
- Hands on experience with Student Management (e.g. Salesforce), Learning Management (Canvas), and other technologies (e.g. Tableau, SharePoint, Python, etc)

Desirable competencies

- Experience in organisational change management
- Commitment to continuous improvement and innovation in IT practices

Our Collarts Values

All employees are required to conduct themselves in accordance with staff policies (including the Code of Conduct) and to uphold Collarts' core values.

As a member of the management team, this role leads by example in embodying our core values of:

Curiosity: Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

Kindness: Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

Connection: Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

Courage: Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

Mastery: Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.