

## Senior Manager, Technology & Service Delivery

- **Positive and collaborative culture with great work life balance**
- **Drive strategic direction across national technology function**
- **Full time permanent role based in Adelaide CBD**

The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the Rail Safety National Law, and promotes and improves rail safety throughout Australia.

### About the Role

Curious about a role that has a huge impact on how we contribute to safe railways for Australia?

Leading a national IT team, **The Senior Manager, Technology & Service Delivery** makes a valuable contribution to ONRSR by guiding our strategic direction and service outcomes for our technology, data and digital platforms and enhancing our ways of working.

Your contribution is as a champion of the IT functions strategic objectives with a people centric approach. Focussing on certainty of service and of delivery, this role ensures the ONRSR IT service experience is at the heart of everything we do by:

- Leading and inspiring a positive high performing team of technical support specialists in the performance of duties and to contribute meaningfully to ensure service levels are achieved with a people centric approach.
- Driving the development of IM&T Strategy and Plan and coordinate the delivery of the plan as an integrated part of the business strategy.
- Maintaining key service relationships both internal and external to the organisation, you will have the ability to evaluate and in collaboration with the wider IT team where required, hold supply chain vendors to account for services provided.
- Being the primary point of contact for major service escalations, disruptions or project delivery challenges within the business for both internal and external stakeholders.
- Applying your expertise in knowledge of service management, lead, support or execute when required, change, release, deployment, problem and incident management, cost optimisation and risk management activities.
- Being responsible for ensuring smooth transition of services from Project Delivery into 'Business as Usual' Operations and play a key role in the assessment, management, and approval of technical change.

### About You

Reporting directly into Executive Director, Corporate this role will lead the IT delivery function and will take responsibility for overall management and governance of our technology and digital platforms. You will use your knowledge and experience to assess and refresh the IT strategy taking into consideration, where appropriate, new and emerging technologies in the IT and service

delivery space.

Combining your curiosity and enthusiasm for continuous improvement you will encourage new ideas for innovation, creating a strategic roadmap for service delivery and working across our service desk and specialist IT support teams to identify opportunities to transform the end to end digital experience.

To be successful in this role you must be able to demonstrate the following:

- Proven experience in a similar senior manager role, having lead delivery of multiple complex projects across a multifunctional team in particular running a service desk and strong understanding of service deliverables
- High level working knowledge of a broad range of IT systems including a demonstrated knowledge of infrastructure services, app and software development, developing design documents and end to end process mapping
- Proven experience in leading a complex IT function, including employees working across a range of IT disciplines (including project management and software development) and practices (such as Agile).
- Excellent organisational skills including the ability to multi-task, effectively handle high workloads, determine priorities and meet deadlines and strong communication and influencing skills to implement solutions.

## About us

The Office of the National Rail Safety Regulator (ONRSR) has the responsibility for regulatory oversight of rail safety throughout Australia. As an independent regulatory authority, ONRSR pursues safe railways for Australia by encouraging safe rail operations, enforcing national compliance with the *Rail Safety National Law*, and promoting and improving rail safety across the country.

ONRSR actively encourages productive working relationships, a healthy work-life balance, workplace diversity and development of expertise. In addition, the organisation offers a commitment to learning and development, and flexible work options. Further details on the benefits of working at ONRSR can be found at <https://www.onrsr.com.au/about-onrsr/working-at-onrsr>

## The Application Process

To apply please click here <https://tinyurl.com/mvfsw4we>

Your application must include:

- Your resume
- A one-page letter outlining your most current experience relevant to the position description and demonstrating your suitability for the role

As part of the recruitment and selection process, you will be required to undertake a criminal history check if you are one of the preferred candidates. The results may not necessarily preclude appointment to the position.

Personal information is handled in accordance with the Privacy Act 1988 and the Australian Privacy Principles. For more information, download our privacy notice or privacy policy at [www.onrsr.com.au](http://www.onrsr.com.au).

**Enquiries to:** Anne-Marie Edmonds, Senior Manager, People and Capability via [anne-marie.edmonds@onrsr.com.au](mailto:anne-marie.edmonds@onrsr.com.au) or on 0477 731 813

**Applications close:** 4pm 30 September 2022

**NOTE:**

- *You must be an Australian citizen, permanent resident or hold a valid work permit or visa.*
- *Applications are sought from direct candidates only. No agencies please.*
- *Application closing dates are at the discretion of ONRSR and may change without notice.*

# Senior Manager, Technology & Service Delivery

## Position Description

Corporate  
Adelaide

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|---|--|
|    | <p><b>About ONRSR</b></p> <p>The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation’s vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia.</p> <p><b>Our People</b></p> <p>At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia’s railways – people who are professional, whose values align with ONRSR’s values of independence, respect, integrity, diligence and excellence. People motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community.</p> <p><b>Our purpose</b></p> <p>Safe railways for Australia</p> |
|  | <p><b>The Role – Your impact and contribution</b></p> <p>The <b>Senior Manager, Technology &amp; Service Delivery</b> has a huge impact on how we regulate as it plays an integral role in overseeing the governance of our technology and digital platform, enhancing our ways of working and looking at every touch point that our staff and key stakeholders interact with our platforms to enhance their overall user experience. You will make a valuable contribution leading the organisations Information Management &amp; Technology team to enable the delivery of a high-quality service to ONRSR staff, and to ensure Service Support and Service Delivery processes are in place to meet ONRSR’s business needs.</p> <p>Your contribution is as a champion of the IT functions strategic objectives with a people centric approach focussing on certainty of service and of delivery, this role ensures the ONRSR team that their IT service experience is at the heart of everything we do.</p>  |
|  | <p><b>Key Relationships</b></p> <p><b>Reports to:</b> Executive Director, Corporate</p> <p><b>Internal:</b> All ONRSR staff across all locations</p>   |
|   | <p><b>Your Responsibilities</b></p> <p><b>Activities</b></p> <p>Responsible for the overall management and governance of our technology and digital platforms you will use your knowledge and experience to assess and refresh the IT strategy taking into consideration, where appropriate, new and emerging technologies</p>   |



in the IT and service delivery space. Combining your curiosity and enthusiasm for continuous improvement you will encourage new ideas for innovation, creating a strategic roadmap for service delivery and working across our service desk and specialist IT support teams to identify opportunities to transform the end to end digital experience by:

- Leading and inspiring a positive high performing team of technical support specialists in the performance of duties and to contribute meaningfully to ensure service levels are achieved with a people centric approach
- Driving the development of IM&T Strategy and Plan and coordinate the delivery of the plan as an integrated part of the business strategy
- Maintaining key service relationships both internal and external to the organisation, you will have the ability to evaluate and in collaboration with the wider IT team where required, hold supply chain vendors to account for services provided
- Being the primary point of contact for major service escalations, disruptions or project delivery challenges within the business for both internal and external stakeholders
- Ensuring ONRSR's suite of bespoke applications are maintained and developed so that ONRSR's current and future requirements continue to be met
- Applying your expertise in knowledge of service management, lead, support or execute when required, change, release, deployment, problem and incident management, cost optimisation and risk management activities
- Applying your ITIL service management knowledge and in depth understanding of project management to work with technical support specialists to formulate and scope ideas, establish timing and effect of change processes to help the team determine how to implement or accelerate delivery into production with quality, understanding dependencies that may impact the successful delivery of projects including overseeing governance and monitoring both operationally and strategically
- Being responsible for ensuring smooth transition of services from Project Delivery into 'Business as Usual' Operations and play a key role in the assessment, management, and approval of technical change
- Driving continuous improvement of ONRSR's existing IT service offerings through identifying opportunities within the IT function and working with IT functional teams to execute improvement plans that deliver fit for purpose solutions



#### **What you Bring – Key Competencies**

Key to success in this role is that you have:

- Proven experience in a similar senior manager role, having lead delivery of multiple complex projects across a multifunctional team in particular running a service desk and strong understanding of service deliverables, and overseeing development and support of a bespoke suite of business applications”
- The enthusiasm to lead leaders with a growth mindset, inspiring your team through mentoring, coaching and development with a focus on employee experiences

- High level working knowledge of a broad range of IT systems including a demonstrated knowledge of infrastructure services, app and software development, developing design documents and end to end process mapping
- Experience in the delivery of centrally controlled information management systems and services
- Proven experience in the application of Enterprise Architecture thinking to the implementation of an integrated information system
- The ability to evaluate and validate service transition aspects of new services brought into operations and assist lead in the management of retired or changed services to ensure appropriate support models are in place which provide the best possible customer experience.
- Strong analytical skills that enable you to drive improvement or corrective implementations following root cause, service metrics and trend analysis
- Strong organisational and interpersonal skills including excellent oral and written communications skills and the ability to negotiate and influence
- Strong customer service orientation with the ability to be agile and adjust quickly to reprioritisation

#### **Helpful qualifications and experience**

Holding a relevant tertiary qualification in computer science, engineering or relevant field and a minimum of 5 years related experience and ITIL certification.

You must hold and maintain a current driver's licence, the right to work in Australia and be comfortable to undertake a criminal history check.

#### **Your compliance**

As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy.

#### **Other items of note**

On occasions, this role will require you to work outside of normal business hours, on weekends and public holidays. There is a requirement to travel which may include short stays in ONRSR interstate offices.

#### **Privacy Notification**

ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.



### **Our Commitment to you and your Commitment to ONRSR**

ONRSR is genuinely committed to investing in the capability of its staff. Opportunities to learn and enhance skills are made available through the delivery of our internal training programs which comprise of a mixture of internal and external offerings.

ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development and Review process; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct and values; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.

I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability.

I understand that I may be required to perform other duties from time to time to fulfill the position requirements.