



Directorate: ACT Health Directorate
Division: **Digital Solutions Division**
Branch: Future Capability and Governance
Section:
Position Title: Senior Director- Customer Engagement
Position No:
Classification: SOGA
Location: **Bowes Street**
Reports to: Executive Branch Manager, Future Capability and Governance

DIRECTORATE OVERVIEW

The ACT Health Directorate (ACTHD) is responsible for strategic direction and leadership of the ACT health system. ACTHD provides a strong policy and population health capability based on a foundation of world-leading health and medical research.

ACTHD develops strategies and sets the direction to ensure that services meet community needs and expectations, deliver improved health outcomes, and that the health system is innovative, effective, and sustainable now and in the future.

DIVISION OVERVIEW

The Digital Solutions Division (DSD) is led by the Chief Information Officer (CIO) who provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system. The Digital Solutions Division is responsible for:

- The development, implementation and support of the Digital Health Strategy
- Management of technology services and projects
- Management of the relationship and services delivery by technology vendors
- Development, implementation and maintenance of technology policies and procedures
- Information management
- Protective security

BUSINESS UNIT OVERVIEW

The Future Capability Branch is responsible for the delivery of ICT projects aligning with the Digital Health Strategy within a robust governance framework. Throughout the delivery of these new initiatives' engagement with clinical and support areas to identify technology solutions to enhance the quality and efficiency of patient centered care is paramount. The Future Capability Branch works closely with the Applications Support Branch and Technology Operations Branch of Digital Solutions Division to ensure that new initiatives are delivered in a strategic manner.

The team within the Future Capability Branch is comprised of people with diverse backgrounds including clinicians, systems support, administration, and project management staff who will all work together to deliver these important outcomes to the ACT.

POSITION OVERVIEW

The Senior Director- Customer Engagement will lead and manage a diverse team of professionals, including the Enterprise Architects, Business Analyst and Business Partner(s) to develop positive customer relationships and co-ordinate service improvements with key internal and external stakeholders.

WHAT YOU WILL DO

Under the broad direction of The Executive Branch Manager, Future Capability and Governance, you will:

- Lead and manage a diverse team of technical and non-technical professionals, including Enterprise Architects, Business Partners and Business Analysts.
- Develop and implement strategies to improve stakeholder engagement and relationship.
- Identify stakeholder needs and ensure the delivery of high-quality customer service to the health services by establishing and monitoring customer service standards.
- Identify and implement improvements in collaboration with internal and external stakeholders.
- Develop appropriate engagement and consultation strategies in line with governance requirements and strategic organisational objectives.
- Act as a key liaison point between stakeholders and DSD to formulate practicable technological solutions.
- Establish robust processes for teams to enable and support efficient stakeholder engagement.
- Assist with developing business cases in line with stakeholder requirements.
- Develop and co-ordinate service improvements with the Senior Leadership team within DSD.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Proven ability to lead and manage a diverse team to deliver in a complex stakeholder organisation.
2. A strong understanding of the ACT Public Health system and its technological operations.
3. Demonstrated high level oral and written communication skills including the ability to liaise with a wide range of stakeholders, including Senior Executives.

Behavioural Capabilities

4. Demonstrated ability to persevere in difficult situations, overcome obstacles and reach high levels of performance when faced with stressful work situations and time pressures.
5. Demonstrated ability to build and maintain strong customer relationships.
6. Demonstrated commitment to Work, Health and Safety (WH&S) and displays behaviours that are consistent with ACT Health's values of Respect, Collaboration, Integrity and Innovation.

Compliance Requirements/Qualifications

1. Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
2. This role requires you to obtain and maintain an Australian Government NV1 security clearance, which will be sponsored by the ACT Health Directorate. In order to be eligible for an NV1 security clearance, you must be an Australian citizen. If you are not successful in obtaining a Security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated