



Position Overview

Position Title	Technology Portfolio Delivery Manager
Business Unit	Corporate Strategy and Performance
Remuneration Type	Total Rewards
Reports to	Head of Technology and Digital Solutions
Direct Reports (role)	Technology Project Manager/s, Business Systems Analyst, Project Manager, Functional Specialist,
Location (s)	Southern Corporate Centre, Caboolture and as per business requirements
Success Profile	4.4 Project Management Role Success Profile
Delegation Level	Level 4

Our Values



INNOVATION

We seek new ways of doing things better



HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY

We mean and do what we say



ONE TEAM

No one succeeds at the expense or exclusion of others



EFFICIENCY

We don't waste time, money or effort



SAFETY

We think, walk and talk safety every day



Behavioural Capabilities



SAFETY

I work safely, and encourage my team members to do the same



AGILITY

I seek new and better ways of doing things



CUSTOMER CARE

I consider how customers are affected by my work



COLLABORATION

I am a team player – we are better together



ACCOUNTABILITY

I mean and do what I say

Leadership Capabilities



Builds Safe Teams

I empower my team to be safe



Holds Continuous Conversations

I create space to have regular conversations with my team members



Inspires Purpose

I connect and guide my team towards our shared goals



Creates Great Team Experiences

I create an inclusive and engaging workplace

Position Purpose

As the Technology Portfolio Delivery Manager you will lead and manage a team of Project Managers and Business Systems Analysts. The position is essentially responsible for driving and facilitating business change through Technology.

The Technology Portfolio Delivery Manager provides subject matter expertise on requirements definition and the development of functional and technical specifications. The role actively manages the identification, prioritisation and allocation of work to business systems analysts. You will use your excellent communication and interpersonal skills to partner with business stakeholders and work with them to deliver strategic outcomes.

The Technology Portfolio Delivery Manager provides program level oversight of the Technology Portfolio ensuring that Unitywater methodologies are carried out and corporate standards are adhered to. This position ensures that, wherever possible, innovative and agile approaches are adopted to optimise delivery of successful project outcomes in the shortest possible times and at the lowest reasonable cost.

The team works closely with system user groups, projects and the EPMD and other business stakeholders to identify and define system improvements and develop functional and technical specifications and test plans for system changes. Project teams include internal business and Technology personnel as well as external vendor and contract specialists.



Position Accountabilities

Key functions of the role include:

- Lead and manage a team of Business System Analysts and Program/Project Managers including the prioritisation, assignment and tracking of work packages
- Plan and allocate work, setting priorities and completion timeframes. Monitor progress ensuring IT projects are completed on time, within budget, according to standards and quality requirements.
- Champion, develop, adapt and apply Unitywater approved methodologies for the solutions and projects lifecycles. Use an agile and responsive engagement model for system user groups and other business stakeholders
- Guide Technology Portfolio Team to design and implement relevant processes and documentation to ensure that the collection and definition of business requirements and functional and technical specifications is concise, accurate, traceable and reflective of business stakeholder needs
- Ensure the delivery is innovative, fit for purpose, adheres to architectural and functional standards and that solutions are architected to conform and comply with the Enterprise Architecture and adhere to Enterprise Architecture framework
- Develop and implement test plans for system enhancements and changes and establish automated and repeatable testing scenarios
- Manage both internal and external project team resources and responsible for establishing and managing vendor and supplier relationships related to project delivery, in conjunction with the Technology Vendor and Services team
- Identifies, proposes and influences business solutions and negotiates deliverables and requirements across multiple business system users
- Ensure that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology
- Manage the design and implementation of new IT solutions and enhancements through Implementation to handover phase of the IT Lifecycle, including defining requirements for new IT services and managing smooth transition
- Develop and implement project and release management plans including the progress of release management plans
- Ensure the impacts of IT projects and system enhancements are appropriately communicated to the business
- Meet relevant ISO standard **(Leader to Remove if not required)**.



- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key Relationships

Key working relationships internal and external to Unitywater are:

- Head of Technology and Digital Solutions;
- Technology Operations team members;
- Technology Leadership Team;
- Multiple technology vendors;
- Various business stakeholders.

Capability Requirements

The requirements for the position are:

- Tertiary qualification in Computer Science, Information Technology, or equivalent
- Program and/or Project Certification or similar with demonstrable skills to be able to manage and direct projects at a program and/or portfolio level
- Demonstrated strong analytical and project management skills, including thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- Demonstrated knowledge of the Utility industry and its trends
- Excellent collaboration, multi-tasking and organisation skills to effectively coordinate efforts, utilising proven knowledge of Business Systems and their responsibilities within the organisation
- Excellent interpersonal and communication skills in order to lead communications across different IT (internal and external) and business teams, including the delivery of presentations to audiences of varied sizes
- Demonstrated proven ability to prioritise team tasks and drive other project team' business analysts toward successful project completion
- Ability to document business processes and information flows formally, in a clearly understood manner i.e. BPMN
- Demonstrated Leadership skills both within a project structure and line management, with ability to delegate work in order to maximise work throughput and quality
- Perform regular formal progress and status reporting
- Demonstrated experience in managing project teams in complex Technology environments



- C Class Driver's Licence

Desirable requirements of this role are:

- Tertiary qualification in Business, Information Technology or related discipline, e.g. Business Analysis, Architecture or Program and Project Management
- SME in one or more of the following systems – Asset Management Systems, GIS, Corporate Systems (EDRMS, Risk & Compliance, Intranet & Internet), Systems Integration, Business Intelligence

After Hours Service

This role may be required to participate in after hours work and be part of an on call roster as the need may arise to ensure the continuity of service to Unitywater's customers.