



## Position Description – Head of Digital Operations

**This position reports to:** Executive Director Commercial and Corporate Services

**Career Level:** 24

### Position purpose:

The Head of Digital Operations is responsible for leading the planning, implementation, and continuous improvement of digital platforms, IT infrastructure, and technology services to support Council's strategic priorities. This role ensures operational excellence in IT service delivery, cybersecurity, and digital data management, enabling more efficient, customer-centric services for the community.

### The key areas of responsibility include:

<b>Digital Operations Leadership</b>	<ul style="list-style-type: none"> <li>• Lead the day-to-day operations of Council's digital and IT services, including networks, infrastructure, systems administration, and application support.</li> <li>• Ensure high availability, reliability, and performance of Council's digital systems and platforms.</li> <li>• Oversee incident, problem, and change management processes aligned with ITIL frameworks.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Develop and manage operational and capital budgets for IT services and initiatives.</li> <li>• Ensure responsible use of public funds with transparent tracking and forecasting</li> </ul>
<b>Cyber and Risk Management</b>	<ul style="list-style-type: none"> <li>• Ensure the organisation's systems and data are protected through appropriate security frameworks, controls, and awareness initiatives.</li> <li>• Maintain compliance with relevant privacy, data protection, and security regulations</li> <li>• Lead response to security events and oversee improvements based on lessons learned</li> </ul>
<b>Vendor &amp; Contract Management</b>	<ul style="list-style-type: none"> <li>• Oversee performance of technology vendors, ensuring delivery of value, compliance, and innovation.</li> <li>• Negotiate and manage service agreements and support contracts</li> </ul>
<b>Service Continuity &amp; Resilience</b>	<ul style="list-style-type: none"> <li>• Ensure continuity of critical systems and services through effective disaster recovery and business continuity planning.</li> <li>• Oversee incident response protocols and post-incident reviews to strengthen resilience</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Act as the key point of contact for digital operations across Council departments.</li> <li>• Build strong relationships with internal stakeholders to align digital services with business needs.</li> <li>• Promote digital literacy and support change management activities related to new systems or processes</li> </ul>

**Other duties as required**

- Undertake duties that are within the broad scope of the role and may be assigned from time to time.

**Direct reports: 5**

**Indirect reports: 25**

## Deliverables

### Strategy & Planning

- Deliver an annual plan, budget and (where appropriate) capital budget on time and in alignment with strategy and overall business plans
- Contribute strategic and detailed information to the development of Council's Long-Term Plan (LTP)
- Provide functional input for each of the teams that report to this role into the strategies and plans of other functions
- Monitor the activities and plans of other business units for relevance and impact to own business unit – plan and take action accordingly
- Achieve and maintain a high level of understanding of Selwyn District initiatives, developments, trends and issues
- Manage risk through careful planning and sound judgement
- Provide expert evidence-based advice and direction to governance and leadership on matters relating to designated area(s)

### Leadership and Management

- Set performance objectives with all staff which are aligned with the strategy and goals of the organisation and team
- Review staff performance and development, providing regular feedback and coaching. Remedy performance discrepancies
- Recruit capable people who are a fit with the culture and values
- Ensure that staff are sufficiently trained and adequately resourced to complete their work
- Ensure a high level of achievement of plans and KPIs within business unit
- Manage and control operating expenses and take prompt action to remedy negative budget variances
- Develop and maintain a high level of digital literacy within the team
- Optimise the use of technology within service area/s
- Evaluate programmes in functional area, ensuring continuous improvement with the customer at the core
- Balance prudent expenditure whilst also ensuring fit for purpose activities and programmes

### Culture

- Develop a motivated, positive, empowered, psychologically safe, continuously developing team
- Achieve year on year improvements in staff engagement
- Role model and ensure full commitment to Council's culture
- Be seen by all direct reports as fair and honest with high standards
- Operate an effective two-way communication channel and feedback loop – keep people in the know, positively
- Be seen as a visible and positively influential leader throughout the organisation (as appropriate to role)

### Reporting & Compliance

- Prepare timely and informative monthly reports (and other reports as required)
- Maintain currency of knowledge with regard to relevant legislation, Local Government (LG) protocols, policies and procedures and ensure compliance by self and others
- Routinely capture data that informs future service planning and delivery by team/organisation
- Attend and be prepared for all management and council meetings

**Relationships & Representation**

- Achieve productive and positive internal relationships across the organisation
- Represent the Council carefully and positively in the media (as required for role), in-line with media policy and training
- Engage proactively and constructively with Council, Councillors and community boards (as required for role)
- Provide an appropriate level of positive visibility in the community
- Represent the team/unit/group positively and proactively

**Emergency Management requirements for all Council Staff**

Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

**Authorities**

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

**Skills and Experience**

Essential	Desirable
<ul style="list-style-type: none"> <li>• 10 years experience in a Digital/IT leadership role</li> <li>• 5 years experience with ERP systems</li> <li>• Proven National and local vendor relationships</li> <li>• Experience with large complex technology budgets</li> <li>• Have managed 5+ go to market initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial and Local Government experience</li> </ul>

**Key relationships**

External	Internal	Committees/groups
<p>External Providers / Suppliers</p> <p>Members of the Public including Council customers and Selwyn residents</p>	<p>Executive team</p> <p>Other Head of Departments</p> <p>Councillors and Mayor</p> <p>Digital Transformation Team</p> <p>All SDC staff</p>	

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> <li>Bachelors Degree in IT, Computer Science, Engineering or equivalent experience</li> <li>Full NZ drivers licence</li> </ul>	<ul style="list-style-type: none"> <li>Project management experience</li> <li>Change management experience</li> </ul>

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.