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| Chief Technology Officer |

## About us

The Social Investment Agency (SIA) is a central agency, set up to lead the social investment approach to improve people’s lives and to support the Government to achieve better outcomes from social service expenditure. Social investment involves using data to understand people’s needs and the best prevention points, implementing evidence-based approaches to improving outcomes, and testing that they’ve been successful. The Agency has a particular focus on cross-sector work to address the most pervasive social sector challenges.

### Our values – how we do things around here



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| **Tāngata** We’re about people | **Manawa Māui** We are a catalyst  for change | **Taunakitanga** We influence through evidence | **Puaretanga** We’re transparent by nature |
| It’s about people. They will do better, sooner and for longer, when we partner with others to develop and deliver services. | We challenge  the status quo constructively and seek better ways  of doing things. | We use evidence  to influence  positive change for New Zealanders. | We will share what we’re doing, how we’re doing it, and what we learn |

## About working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa   
i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## About the position

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| The purpose of this position | |
| The Chief Technology Officer (CTO) is accountable for developing and implementing the technology strategy and roadmap for the agency, ensuring technology transformation is aligned with the strategic objectives of the SIA and the new Social Investment Fund (SIF).  The Chief Technology Officer (CTO) is accountable for delivering a modern digitally and AI enabled environment for the SIA and the social investment fund, including the provision of customer centric technology to support social service providers and commissioners.  This role leads the delivery, maintenance, and continuous improvement of the agency’s information technology systems, including establishment of operational technology to support the Social Investment Fund.  This role ensures technology is compliant and supports organisation needs effectively, securely, and sustainably. It leads management of vendors and system integration, builds effective working relationships with technology providers, negotiates on behalf of the Agency, and manages commercial contracts for shared and managed services.  This role provides thought leadership and advice on the direction of technology and the opportunities and risks it presents for the Agency’s operations, articulating and embodying a vision for the technology function that centres on practical business outcomes.    The position is a blend of strategic planning with hands-on technical oversight, particularly important in a small, agile government agency. | |
| Team and location | Transformation, Technology and Enabling Services Wellington |
| Reporting to | DCE Transformation, Technology and Enabling Services |
| Salary band | Band 21: $196,690-$277,680  Starting salaries are negotiated based on relevant skills and experience, with offers generally made between $196,690- $231,400 ​ |

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| What you will do to contribute |
| **Strategic Leadership**   * Support the Deputy Chief Executive Transformation, Technology and Enabling Services to set the strategic direction for the group and align this with the strategic objectives of SIA and SIF. * Develop and implement the business plan and performance deliverables for Technology to meet SIA and SIF demand. * Support the Deputy Chief Executive Transformation, Technology and Enabling Services with the design, implementation and ongoing development of transformational activities and programmes of work on behalf of SIA and SIF. * Support the development of and/or translation of our Strategic Intentions for adoption across SIA and SIF businesses. * Provide change leadership to ensure that SIA and SIF evolve in a way that enables it to respond effectively and efficiently to its changing environment. * Work with the virtual CISO to operationalise information security on behalf of SIA and the SIF. * Drive adoption of technology and AI across the business to enable all staff members to have a seamless experience of technology   **Operational Leadership**   * Lead the Technology team as it evolves as part of the Strategy and Performance group, overseeing provision of support to SIA and SIF. * Lead all annual people processes for the team to support performance and delivery e.g. goal setting, monitoring performance, remuneration reviews etc. * Support group and organisation wide performance through effective planning and implementation of supporting processes * Set effective people performance expectations and role modelling of behaviours across all levels * Review resource requirements across the group * Lead the establishment of policy and practice to ensure SIA and SIF provides a safe and supportive environment for all team members. * Oversee the team’s work programme to ensure successful development and delivery of the work plan. * Ensure the team performs to expectations and are respected for their advice and delivery by the rest of the Agency. * Oversee resource requirements of the team.   **Technology Strategy and Architecture**   * Lead the development and implementation of the technology strategy for the SIA which includes the establishment of an AI enabled environment for the SIA * Identify opportunities for innovation and improvement, particularly in adoption of AI, ensuring technology investments support business growth and efficiency. * Identify and drive robust, scalable, and secure technology systems that meet current and future business demands. * Develop and implement standards, tools, methods and frameworks for use in relation to data and technology standards * Identify organisation technology needs to provide effective IT solutions. * Oversee and prioritise IT projects to ensure successful delivery with an emphasis on timely delivery, scalability, and quality. * Drive service improvement and optimisation initiatives. |
| **Technology Establishment**   * Design and implement digital and data platforms to support organisation growth and efficiency. * Establish a shared services approach to technology. * Lead the develop and implement operational technology to enable delivery of the Social Investment Fund (SIF). * Develop contract management systems and vendor management frameworks. * Develop IT policies and best practices to enhance operational efficiency. * Create analytical tools and dashboards for operational reporting. * Provide regular reports and presentations to the SLT on digital performance, insights, and project progress, offering accurate information and recommendations to support informed decision making. |
| **Vendor Management & Systems Integration**   * Lead engagement with external vendors and service providers, ensuring optimal service delivery and performance to maintain and enhance IT infrastructure for SIA and SIF. * Ensure seamless integration and performance of all technology solutions. * Lead commercial negotiations for shared and managed services, ensuring the best value for the agency. * Manage commercial contracts for shared and managed services, ensuring compliance with agreed terms. |
| **Platform Development and Maintenance**   * Lead the development, implementation, and maintenance of technology infrastructure, including software, hardware, networks, cloud solutions and digital platforms, ensuring they meet business requirements and are delivered on time and within budget. * Oversee and implement an AI strategy to enhance business operations and drive innovation. * Ensure that technology systems and platforms are secure, scalable, and reliable. * Drive technology transformation initiatives to enhance business processes, stakeholder experiences, and operational efficiency. * Monitor and analyse digital performance metrics, ensuring continuous improvement and optimisation. |
| **Security, Compliance and Risk Management**   * Proactively identify and manage technology risks, ensuring compliance with relevant regulations, standards, and best practices. * Design and implement security policies and protocols to safeguard business data and IT systems. * Develop and implement disaster recovery and business continuity plans to safeguard critical technology assets. |
| **Stakeholder Engagement and Relationship Management**   * Proactively engage with internal and external stakeholders ensuring advice remains relevant and responsive to evolving needs and requirements. * Communicate technology strategy and progress to stakeholders, including ELT and key business partners. * Build and maintain relationships with external partners, vendors, and industry experts to stay current with digital trends and best practice. |
| **Risk Management**   * Actively identify and manage role or practice level risks, including escalation of risks and issues when necessary. * Ensure that analysis, data and information supplied is accurate and verified. |
| **Health and Safety**   * Take responsibility for meeting the Agency’s obligations in workplace health and safety. |

## About you – what you will bring specifically

### Qualification

* Tertiary qualification in information technology, data or a related field.

### Experience and knowledge

* Previous experience leading teams and establishing technology in a low maturity environment
* Knowledge of project management methodologies to ensure successful execution and delivery of digital initiatives within scope, time, and budget.
* Experience of procurement practices, including vendor selection, contract negotiation, and management of supplier relationships, to optimise resource acquisition and cost-effectiveness.
* Knowledge of current digital trends, technologies, and best practices.
* Knowledge and/or experience of data science or related fields
* Ability to think strategically and act tactically, balancing long-term vision with short term execution.
* Experience with budgeting, financial management, and vendor management.
* Demonstrated ability to develop and execute technology strategies that drive business success.
* Proven ability to successfully build the trust and engagement of senior leaders through. personal advocacy, vision, drive and working collaboratively with colleagues.
* Proven ability to stay current with key technical developments and opportunities.
* Proven ability to develop and maintain the trust and credibility with senior leaders and stakeholders.
* Demonstrated experience in advising and supporting people at all levels of an organisation.
* Demonstrated strategic, conceptual and critical thinking skills and strong analytical ability.
* Ability to advise, persuade, influence and engage with a wide range of senior government, and sector stakeholders.
* Excellent written and visual communication skills with an ability to translate technical or analytical information for a non-technical audience.
* An understanding of machinery of government.
* An understanding of the principles of Te Tiriti o Waitangi and a commitment to develop your cultural capability in te ao Māori.

### Characteristics

* Engaging others – connects with others, listens, reads people and situations, communicates tactfully.
* Achieving ambitious goals – committed and tenacious, ambitious.
* Curious – thinks analytically and critically, displays curiosity, mitigates analytical and decision-making biases.
* Honest and courageous – shows courage, shows decisiveness, leads with integrity.
* Resilient – displays resilience, demonstrates composure.
* Self-aware and agile – encourages feedback on own performance, can self-assess, adapts approach, shows commitment to development.

### Capabilities

* Implements strategy – aligns their work with strategic objectives and the Agency’s vision.
* Communicates clearly – tailors messages so they are clear, succinct, and resonate with their different audiences.
* Supports organisational performance – suggests and acts on opportunities to do things differently and improves processes to achieve gains in effectiveness and efficiency.
* Builds internal relationships – contributes to their team, works collaboratively with others across the organisation and takes an organisation-wide view. Builds external relationships and interacts effectively with customers and other external stakeholders.
* Inclusive – welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Shows political awareness – displays an understanding of the essentials of how the government and the public sector work and ensures that written documentation and verbal presentations reflect relevant political sensitivities.
* Manages and delivers on work priorities – plans and organises self to deliver work commitments to required timeframes and quality standards.
* Develops others – shares own experiences and learning and demonstrates and teaches specific technical skills.

### Other requirements

* Willing to take on responsibilities (within limits) outside the prescribed position description.