



Position Description

Executive Director, Digital Transformation

Position No: P49909
Reports to: Chief Executive Officer
Classification Code: EXEC0A
Type of Appointment: Term Contract, Full time

Position Description Approval

A blue ink signature of Adam Wilson, consisting of a stylized 'A' and 'W' followed by a horizontal line.

Adam Wilson

Chief Executive Officer

Date: 28 February 2024

Position Description

Purpose

The Executive Director, Digital Transformation plays a key role in ensuring that the Commission transitions, manages and maintains its data, information and technology systems, processes, strategies, services, and people to support its objective, strategy and performance plan, and the adoption of an ethical business regulation and data-informed decision-making culture.

The Executive Director, Digital Transformation is responsible for leading a group of staff engaged in:

- ▶ developing, implementing and maintaining a suite of data, information and technology systems, processes, strategies and services that support Commissioners and staff to deliver the Commission's objective, strategies and work program, and assists stakeholders in engaging with the Commission, and
- ▶ turning data and information into assets that are valued and used by the Commission for regulatory development, implementation, monitoring and evaluation.

Working relationships

The Executive Director, Digital Transformation:

- ▶ reports to the Chief Executive Officer
- ▶ is a member of the Commission's Leadership Team
- ▶ is responsible for the management of the work and operations of the Digital Transformation Group
- ▶ provides leadership and direction to staff within the Group
- ▶ works closely with other Executive Directors and Directors on joint projects, and
- ▶ works closely with and maintains professional working relationships with a range of external stakeholders, including consultants, service providers and suppliers, consumer bodies and representatives, industry participants and other stakeholders, as well as South Australian Government agencies.

Commission's background

The Essential Services Commission is a statutory authority established as an independent economic regulator and advisory body under the *Essential Services Commission Act 2002*. Our purpose, values, people and culture, directed by our objective, strategy and performance plan, drive us in meeting our objective.

Objective: Protect the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services.

Purpose: Add long-term value to the South Australian community by meeting its objective through its independent, ethical and expert regulatory decisions and advice.

Values:

- We will be responsive and accountable
- We will challenge and be open to innovation
- We will build inclusive relationships

Special Conditions

The Commission is committed to providing a work environment which allows for flexibility to facilitate the balancing of work and personal responsibilities. These arrangements reflect the Commission's collective commitment to a professional focus on high-quality outcomes in meeting our individual, group and organisational objectives. At times, this may involve some longer hours being worked, to meet critical deadlines.

Some intrastate, interstate or overseas travel may be required.

Key Accountabilities

Digital Transformation

- ▶ Manage and deliver data, information and technology systems, processes, strategies and services that support and facilitate the delivery of the Commission's objective, strategy and performance plan.
- ▶ Lead the development and implementation of the Commission's major digital business transformations, working in close partnership with groups within the Commission and external stakeholders to support digital transformation and information system improvements, based on frameworks which encompasses governance, cultural change, stakeholder engagement and technical aspects, including cybersecurity.
- ▶ Oversee effective system integration across technical environments and the transition of core business processes as needed through re-platforming of existing systems to utilise modern data management and analytics technologies, to support the delivery of the Commission's objectives and strategy.
- ▶ Lead data, analytics and information systems functions within the Commission to support ethical business regulation, continuous improvement, data integrity and insights, while ensuring efficient and information security-compliant processes.
- ▶ Undertake data analysis for specific regulatory and advisory projects when required to meet the needs of the project in line with business requirements.
- ▶ Manage analytical projects and coordinate activities with other groups by prioritising relevant activities and providing subject matter expertise.
- ▶ Build effective strategic and working relationships with stakeholders to facilitate the exchange of information, analysis and commentary on matters related to the Commission's functions.
- ▶ Participate in internal and external working parties on business transformation, information technology, cybersecurity and data analytics matters.
- ▶ Develop, implement and evaluate the Commission's information management framework, including ensuring that document and records management practices are efficient and in accordance with applicable State Records and other Government requirements

Management and staff development

- ▶ Be a member of, and actively contribute to, the Commission's Leadership Team.
- ▶ Lead, motivate, encourage and inspire a strong, effective, efficient, ethical, innovative and professional Digital Transformation Group.
- ▶ Provide guidance and professional support for Commissioners and staff, exchange information and facilitate their ongoing professional development.

General

- ▶ Adhere to standards of behaviour consistent with the Commission's values and demonstrating these behaviours.
- ▶ Contribute to an environment which facilitates collaborative and productive teamwork and learning and professional development.
- ▶ Contribute to the ongoing development of the Commission's objective, strategy and performance plan and actively participating in the development, implementation and monitoring of the strategy and performance plan.
- ▶ Contribute to the WH&S of the Commission and a strong culture of safety by demonstrating safe working practices and adhering to WH&S legislation, regulation, policies and practices.

- ▶ Contribute to the effective operation of the Commission's Corporate Governance Framework by complying with all corporate policies and procedures which includes keeping accurate and complete corporate records.
- ▶ Adhere to the Commission's zero-tolerance approach toward domestic violence and disrespectful behaviours of any kind in the workplace, and the broader community. This includes the expectation that employees conduct themselves in a manner that is non-threatening, courteous and respectful and comply with any instructions, policies, procedures or guidelines regarding acceptable workplace behaviour.
- ▶ Undertake other tasks as directed.

Acknowledged by Occupant

Signature

Date

Essential Minimum Requirements

(those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

- ▶ Tertiary qualifications in a relevant discipline such as data science, econometrics, statistics or mathematics.

Personal Abilities/Aptitudes/Skills

- ▶ Proven ability to drive and influence the successful delivery of complex change programs and innovative business solutions involving people, business processes and information systems.
- ▶ A strong appreciation for the role of data as a corporate asset including how to leverage data assets to inform and assist the delivery of corporate strategy.
- ▶ Highly developed skills in communicating, leading, influencing, collaborating, and negotiating to successfully implement digital transformations while maintaining stakeholder expectations.
- ▶ Demonstrated ability in effective risk management and project leadership, including budget planning and procurement management, demonstrating an agile approach with a focus on outcomes and impact on staff and external stakeholders.
- ▶ Excellent written and verbal communication skills, including the ability to influence others with the use of credible presentation of complex data and to communicate complex technical matters to non-specialists in a non-technical manner.
- ▶ Proven ability to think strategically, creatively and critically, to exercise initiative and independent judgement and to identify critical issues in a complex environment.
- ▶ Demonstrated ability to lead and manage a diverse work team, including working collaboratively to share information, expertise and support.
- ▶ Demonstrated professional performance, competence and ethical approach that demonstrates a high degree of personal integrity and credibility.

Experience

- ▶ Extensive experience in effectively leading, managing and motivating teams to implement strategic outcomes and objectives.
- ▶ Significant experience in and working knowledge of the implementation of information technology solutions and in the research and analysis of datasets.
- ▶ Experience in research and report preparation, including the development and preparation of high-quality reports that provide valuable insights.
- ▶ Experience in conducting economic, financial and operational analysis, including the use of data analysis and visualisation software.

Knowledge

- ▶ Knowledge of the regulatory arrangements applying to industries regulated by the Commission.
- ▶ Knowledge of the establishment of performance measures for businesses operating in industries regulated by the Commission or for industries of a similar size and scale.
- ▶ An understanding of the regulatory reform processes in an industry regulated by the Commission, or the ability to rapidly acquire such knowledge.
- ▶ An understanding of equal opportunity and WH&S principles and practices.

Desirable Characteristics

(to distinguish between applicants who have met all essential requirements)

Experience

- ▶ Experience in policy development, regulatory development or legal analysis.
- ▶ Experience in the conduct of research and analysis in areas of relevance to the Commission.

Knowledge

- ▶ An understanding of Commissions' roles, purpose and objectives.
- ▶ Knowledge of the law, legal frameworks and governance relevant to the Commission.