



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Chief Digital Officer
Group:	Digital Transformation
Reports to:	Chief Executive
Band:	TBC
Date:	September 2021

Context

Our purpose ***Waka Kotahi. Moving. Together.***
 A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose The Digital Transformation Group is responsible for overseeing, managing and evolving all aspects related to Waka Kotahi's current and future digital services.

Position purpose

Development and implementation of digital transformation, information technology and data services throughout the organisation, setting the vision and drawing stakeholders together on this journey.

Embed a prioritisation approach to develop a roadmap

Lead the organisation to becoming culturally competent in digital aspects including supporting the organisation to understand where to be digitally enabled or digitally led.

Lead digital thinking and innovation in Waka Kotahi

Lead the delivery of digital transformational programmes for Waka Kotahi, leveraging capability within Waka Kotahi and ensuring broad engagement.

Deliver 'silent running'/seamless operation of Waka Kotahi's core technical infrastructure.

Manage existing systems and lead the development of new projects from inception through to delivery into a production environment and manage all IT capabilities

Establish a system architecture that is fit for the future.

Ensure Waka Kotahi people and assets are securely protected, including cyber security.

Key relationships

Internal:

- Waka Kotahi Board and Steering Committees
- Executive Leadership Team
- Business Groups

External:

- Ministry of Transport and other relevant Government Ministries.
- International roading & regulatory agencies
- Government Chief Digital Officer (GCDO)

Dimensions

Size of business unit:	XXXX FTE
Indicative budget scope:	\$100m
Delegations:	Refer to the NZTA Delegations Register
Location:	Wellington or Auckland, New Zealand

What the position involves

Accountabilities

The Chief Digital Officer is accountable for driving digital transformation in Waka Kotahi.

- Lead the Digital Transformation Group
- Develop the digital strategy for Waka Kotahi, evolving the role of Technology from a function primarily concerned with managing risk and providing hardware and technology tools to an enabler of Waka Kotahi's strategy through data, digital enablement and leadership.
- Lead the key multi-year digital transformation programmes at Waka Kotahi, including Automated Compliance, National Ticketing Solution and Digital transformation, engaging stakeholders, establishing governance and reporting.
- Lead with colleagues to develop the long-term organisational strategy for Waka Kotahi, integrating the digital roadmaps and transformational capability. Take the lead on behalf of the Executive Leadership Team to report on digital risk, transformation and investment profiles to Waka Kotahi stakeholders.
- Modernise the technology and digital platforms used at Waka Kotahi, leading, and establishing where necessary, the appropriate governance, internal processes and project structures. Retire obsolete technology in line with an approved digital blueprint and roadmap.
- Establish a modern data infrastructure and processes including appropriate governance to enable Waka Kotahi employees, partners and third parties to appropriately utilise the data. Identify and take advantage of new technology and digital opportunities, including appropriate opportunities to monetise digital innovation.
- Continually improve cybersecurity and organisational security frameworks and data privacy requirements, meeting NZ government expectations and best practice.
- Establish a talented team that generates ideas to solve problems and adds value to Waka Kotahi. Bring in talented people who are focused on developing and delivering digital technology and technology-enabled solutions to Waka Kotahi and end-users/customers.
- Help, and take the lead with, leaders at Waka Kotahi understand, embrace, leverage and control how technology and digital disruption will affect their core business.
- Align stakeholders to the need for digital and organisational change and flexibility. Take the lead with fellow executives to drive change at pace.
- Network with technical and innovation organisations throughout NZ and abroad to complement and expand innovative efforts and position Waka Kotahi for the long term opportunities and threats associated with disruption in the transport sector.

Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

NGĀKAU AROHA *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As Waka Kotahi we:

- Contribute to a safe and sustainable environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

KOTAHITANGA *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of Waka Kotahi. As Waka Kotahi we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others perspectives to learn and grow
- Invite conversation and feedback and always improve

KIA MĀIA *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As Waka Kotahi we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

MAHIA *Nail it* means we create enduring legacy, delivering our best work every day. As Waka Kotahi we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the state sector we also hold ourselves to the highest standards of integrity and conduct.

More information on all the behaviours and standards are included in the Waka Kotahi Code of Conduct.

Leadership expectations

Foundational expectations of People Leaders

As a People Leader at Waka Kotahi you will:

KEEP EVERYONE SAFE Keep safety and wellbeing front of mind for your people.

COMMUNICATE Have regular meetings with your team and other key stakeholders to maintain consistent updates and a two-way dialogue.

COACH Have quality 1:1's with your team on a regular basis to build rapport, prioritise workload, support through change, and make sure your people are clear on what's expected of them. You will prioritise PDP's and regular performance conversations to develop your people, address performance concerns proactively.

DEVELOP AND RECOGNISE Have regular development conversations with your team to support their growth, link development goals to business needs, and recognise them when they do a great job.

SEEK AND ACT ON FEEDBACK Regularly ask for and learn from feedback to improve our work environment and develop yourself.

BUILD A SUPPORTIVE TEAM ENVIRONMENT Foster an environment that is inclusive and supportive for your team. You will encourage your team to raise important issues or concerns and invite them to engage conflict in a constructive way.

PREVENT BULLYING and HARASSMENT Know how to identify bullying and harassment in the workplace and not tolerate any bullying and harassment within your team.

ENABLE SUCCESS Ensure that your people have what they need to do their best work and manage key events during their time here well.

In addition to these foundational expectations, it is important that as a leader you are embodying and encouraging the Waka Kotahi values and behaviours.

The value you will bring

This role requires the incumbent to have deep experience as an executive leader who can take people with them, managing change and transformation, and digital enablement.

Knowledge and experience:

- Proven experience supporting business-led digital change
- Proven ability to build a digital strategy and roadmap in a physical assets business
- 5+ years in an executive leadership capacity defining strategies and plans that improve and grow business outcomes
- 10+ years working within a digital business, digital agency or a professional services firm on digital.
- 5+ years driving organisational change and transformation.
- Strategic and conceptual thinking skills: strong critical thinker, ability to architect solutions, and clearly communicate strategic ideas in a clear, simple manner
- Experience leading organisational wide digital change programmes
- Ability to establish and grow long term trusted relationships over time. Being the trusted "go to" person
- Proven track record leading teams to deliver quality results and outputs at pace
- Self-starter with strong organizational skills
- Willingness to learn new things, innovate and grow
- Able to collaborate across disciplines, teams and organizational lines
- Proven experience in leading, influencing and building credibility across a range of stakeholders, managing the nuances and changing context.
- Ability to operate with ambiguity and provide clarity to teams.
- Strong leadership skills - ability to bring good people together and align to shared outcomes
- Strong communicator

Qualifications:

- Bachelor's degree or equivalent (minimum 12 years) work experience in business, Technology or an equivalent field.
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