

Position Description

Title:	Head of Technology Commercial Services
Position purpose:	<p>The purpose of this role is to lead and manage the technology commercial practice to meet Transport Agency outcomes.</p> <p>This role is part of the Technology leadership team and is key to driving, leading and delivering key initiatives and outcomes as part of the Technology Business Plan, as well as leading and embedding the structure and cultural change shift that will modernise our approach to technology while investing in our people.</p>
Location:	Auckland, Hamilton, Palmerston North, Wellington, Christchurch
Group:	Operations
Functional area:	<p>Technology Commercial Services</p> <p>Member of the Technology Leadership team</p>
Reports to:	CIO
Band:	21
Date:	June 2019

Relationships

Internal:	<ul style="list-style-type: none"> • Technology Leadership team • Technology Governance Group • Business leaders and representatives • Business Planning • NZTA Procurement
External:	<ul style="list-style-type: none"> • Vendors • Central agencies • Other agencies • Industry peers

Dimensions

No. of direct reports:	5
No. of indirect reports:	0
Financial Authority:	Can spend up to XXX
Resource Authority:	Can hire in consultation with HR
Contract Authority:	N/A

What you do counts

Key accountabilities:

- Contribute to the strategic planning of the group's deliverables as part of the Transport Agency strategy
- Lead, design and deliver key initiatives as part of assigned accountabilities within the Technology strategy
- People management and resource planning
- Financial management
- Set the vision, principles and frameworks for managing and measuring the commercial management of technology solutions
- Accountable for leading the commercial services team to align with business outcomes
- Accountable for vendor roadmaps, relationships and sustainability
- Ensure commercial outcomes enable an innovative approach to meet business needs
- Manage insource/outsource services at a strategic level to drive value including leveraging common capability contracts
- Ensure the success of the technology value chain through effective collaboration
- Ensure outward communication to vendors to facilitate understanding and awareness of organisational strategic direction, changes and challenges
- Ensure effective monitoring and reporting on the performance of vendors to ensure delivery in line with contractual obligations and performance metrics
- Ensure all enterprise-wide needs are being accomplished for due diligence, risk assessments and continuing vendor monitoring
- Ensure efficiencies associated with vendors and contracts are identified and are actioned appropriately
- Ensure vendor performance is tracked, measured, reported and evaluated including any required contract changes
- Define and oversee the management of the vendor engagement for strategic and tactical vendors

Individual accountabilities:

- Change Leadership
 - Successfully lead the organisation through transformation by thinking, acting and advocating the change
 - Health and Safety
 - Takes responsibility for own health and safety
 - Ensures own actions keep self and others safe
 - Self-development
 - Takes responsibility for personal development and continually develops own professional expertise
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Leadership Expectations

<p>Navigator</p> <p><i>Takes our strategy and sets the team's direction</i></p>	<p>Drive the business to deliver our strategy</p> <ul style="list-style-type: none"> • Understands the strategy and what it means to their team • Sets challenging goals with regular milestones • Is prepared to change tack if that's the best thing to do 	<p>A great Navigator will</p> <ul style="list-style-type: none"> • Talk about how their focus fits with others across the Transport Agency • Know when to make a decision, and when a decision should be made by others • Always have one eye on the big picture
<p>Innovator</p> <p><i>Encourages curiosity and innovative thinking to find different ways of doing things</i></p>	<p>Be a curious Innovator</p> <ul style="list-style-type: none"> • Respectfully challenges the status quo • Gives credit when credit is due • Accepts mistakes as part of an innovation's iterative process • Tags back to the milestones regularly - reviewing, reflecting and learning 	<p>A great Innovator will</p> <ul style="list-style-type: none"> • Walk in the shoes of others (our people, customers and partners) • Actively encourage the team to seek out new ways to do things • Talk about what could be, rather than what is
<p>Storyteller</p> <p><i>Lives our strategy and connects teams, partners and customers with the big picture</i></p>	<p>Inspire and motivate people</p> <ul style="list-style-type: none"> • Asks about other's opinions and point of view • Ensures everyone understands the 'why' • Lives our DNA each and every day 	<p>A great Storyteller will</p> <ul style="list-style-type: none"> • Get people excited about our vision • Keep the customer front of mind • Have a wide network of people to explore ideas with • Ensure the team has the information it needs when they need it
<p>Connector</p> <p><i>Builds meaningful relationships with others and supports collaboration</i></p>	<p>Collaborate and connect with others</p> <ul style="list-style-type: none"> • Has strong, meaningful relationships with their colleagues and Transport Agency partners • Understands that differing views are healthy as they ensure the most broadly considered outcome • Knows who the best person is to deliver specific outcomes • Shares both the benefits and the risks 	<p>A great Connector will</p> <ul style="list-style-type: none"> • Openly share knowledge and information • Connect others with the best person for the job • Catch up with Transport Agency partners regularly
<p>Coach</p> <p><i>Creates a safe, supportive environment where their team excels and people thrive</i></p>	<p>Lead seriously exceptional teams</p> <ul style="list-style-type: none"> • Creates a safe environment, supporting the team to succeed • Is a passionate, empathetic and positive leader • Inspires people to achieve more than they thought they could • Encourages people to be courageous and empathetic 	<p>A great Coach will</p> <ul style="list-style-type: none"> • Have open conversations with people, providing constructive feedback and support • Coach from the side-line, letting subject experts play their roles • Ensures people understand how their work contributes to our strategy

Leadership Expectations

- Rewards and recognises people - promotes team success

Deliverer	Deliver amazing results	A great Deliverer will
<i>Enables the team to play their part in delivering great journeys to keep New Zealand moving</i>	<ul style="list-style-type: none"> • Motivates team members to own their work and strive to exceed expectations • Regularly reviews milestones and balances resources and priorities to ensure delivery • Holds themselves and others to account to deliver exceptional outcomes 	<ul style="list-style-type: none"> • Inspire everyone to be focused on delivering our Strategy • Ensures people know what is expected of them and by when • Push for better results than have been achieved previously

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The value you will bring

Qualifications:	<ul style="list-style-type: none"> Tertiary level qualification in relevant subject or equivalent experience
Experience:	<ul style="list-style-type: none"> Strong commercial experience leading solution focused teams in negotiating, interpreting contracts and drafting/ applying contract clauses to achieve business outcomes Experience in leading ICT vendor management including contract management, performance management relationship management and stakeholder engagement Able to translate business and customer needs into technology commercial arrangements Leadership & Relationship experience in a complex business and technology environment Proven experience in leading, influencing and building credibility across a range of stakeholders Knowledge and experience in the use of All of Government commercial constructs and modern IT commercial practices Knowledge and experience in proactive technology risk management
Additional information:	<p>Behaviours</p> <ul style="list-style-type: none"> Relationship management skills Effective communicator Able to influence without authority

Context

Our strategy:	He waka kotahi, he waka eke noa.
<i>Great journeys to keep New Zealand moving</i>	<p>Together in one canoe with no exception, moving in the right direction.</p> <p>This whakatauki captures the essence of the Transport Agency's strategy – which points us in the right direction and confirms how we work together to provide value to customers, businesses and New Zealand.</p>
Our DNA	<p>Our culture underpins our strategy and everything we do. We describe our culture as our 'DNA'. It has three core attributes:</p> <ul style="list-style-type: none"> Customer focus means we know who our customers are, care about what's important to them, enable them to live the best life they can and we role model our safety messages. Collaborate to achieve as one means we understand how our work connects with others, we share knowledge, we communicate and act with awareness of what else is happening inside and outside our organisation, and we show incredible respect and empathy. Curious to cultivate innovation means we focus our creative energy on things that make a difference to our customers and deliver our strategy. We ask why and how we could do something better, embrace diversity and let go when the time is not right.
Technology <i>What we do</i>	<p>Technology is accountable and responsible for the design, delivery and operation of forward looking technology solutions that enable the Transport Agency to deliver its business outcomes.</p>

To learn more about what we do visit www.nzta.govt.nz

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