



Position Description

Title:	Head of Technology Product
Group:	Technology, Digital and Workspace
Reports to:	CTO
Band:	21
Date:	November 2020

Position purpose

The purpose of this role is to provide effective leadership and direction in the provision of strategic and fit-for-purpose product-led solutions to meet Waka Kotahi outcomes.

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.

Key relationships

Internal:

- Technology leadership team
- Technology Steering Group
- Business leaders and representatives
- Business Planning
- Te Hau Ora

External:

- Vendors
- Central Agencies
- Other Agencies
- Industry Experts

Dimensions	Size of business unit:	15 FTE
	Indicative budget scope:	TBC
	Delegations:	Refer to the NZTA Delegations Register
	Location:	Auckland, Hamilton, Palmerston North, Wellington, Christchurch

What you do counts

Key Accountabilities:

Accountabilities

- Contribute to the strategic planning of the group's deliverables and as part of the Technology strategy
- Lead, design and deliver key initiatives as part of assigned accountabilities within the Technology strategy
- People management
- Financial management

- Accountable for establishing and leading a modern product-based co-design team
- Accountable for establishing a modern product co-design methodology
- Set the vision, principles, and frameworks for managing and measuring the design of technology solutions including contributing to the successful case for change involving technology
- Ensure that product approaches align to Transport Agency technical strategy methodology and frameworks
- Accountable for product roadmaps and sustainability including product service management and continuous improvement
- Ensure product design process enables an innovative approach to meet business needs
- Ensure the success of the technology value chain through effective collaboration
- Accountable for joint outcomes with Head of Operations, Head of Projects, and Head of Engineering

Individual Accountabilities:

Change Leadership

- Successfully lead the organisation through change 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

Leadership Expectations

NAVIGATOR

Takes our strategy and sets the team's direction

Drive the business to deliver our strategy

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

A great Navigator will

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

INNOVATOR

Encourages curiosity and innovative thinking to find different ways of doing things

Be a curious Innovator

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

A great Innovator will

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

STORYTELLER

Inspire and motivate people

A great Storyteller will

Get people excited about our vision

Lives our strategy and connects teams, partners and customers with the big picture	Asks about other's opinions and point of view Ensures everyone understands the 'why' Lives our DNA each and every day	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
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CONNECTOR Builds meaningful relationships with others and supports collaboration	Collaborate and connect with others 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	A great Connector will Openly share knowledge and information Connect others with the best person for the job Catch up with Transport Agency partners regularly
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COACH Creates a safe, supportive environment where their team excels and people thrive	Lead seriously exceptional teams 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 Rewards and recognises people – promotes team success	A great Coach will 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
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DELIVERER Enables the team to play their part in delivering great journeys to keep New Zealand moving	Deliver amazing results 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	A great Deliverer will 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

As well as your leadership attributes, you will need to bring your 'know how':

Knowledge & experience:

- Experience leading solution focused teams in a product management role
- Able to translate business and customer needs into technology solutions
- 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 multiple modern problem/ opportunity analysis methodologies

- Knowledge and experience of technology methodology and frameworks
- Knowledge and experience in proactive technology risk management
- Knowledge and Experience in design thinking and co-design methodologies

Qualifications:

Tertiary level qualification in relevant subject or equivalent experience

Special skills

- Business Change Management Skills
- Relationship management skills

Behaviours

- Effective communicator
- Able to influence without authority

Context

Our strategy:

He waka kotahi, he waka eke noa.

*Great journeys to
keep New
Zealand moving*

Together in one canoe with no exception, moving in the right direction.

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.

Our DNA

Our culture underpins our strategy and everything we do. We describe our culture as our 'DNA'. It has three core attributes:

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.

CURIOS 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.

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