



## Position Description

<b>Title:</b>	Head of Technology Operations
<b>Group:</b>	Technology, Digital and Workspace
<b>Reports to:</b>	CTO
<b>Band:</b>	21
<b>Date:</b>	November 2020

### Position purpose

The purpose of this role is to lead and manage the effective and sustainable operation of technology 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 Governance Group
- Business leaders
- Te Hau Ora

#### External:

- Vendors
- Central Agencies
- Other Agencies
- Industry Experts

<b>Dimensions</b>	<b>Size of business unit:</b>	87 FTE (7 direct reports and have around 80 FTE in the group)
	<b>Indicative budget scope:</b>	TBC
	<b>Delegations:</b>	Refer to the NZTA Delegations Register
	<b>Location:</b>	Auckland, Hamilton, Palmerston North, Wellington, Christchurch

## What you do counts

### Key Accountabilities:

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- Contribute to the strategic planning of the groups deliverables 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
- Set the vision, principles, and standards for managing and measuring the delivery of technology operations
- Accountable for the sustainability of the operational lifecycle
- Ensure quality of technology operations meets agreed business outcomes
- Accountable for quality of support, infrastructure and applications, to ensure it meets business outcomes
- Proactively seek new and innovative ways to operate technology which improve effectiveness and efficiency
- Accountable for joint outcomes with Head of Engineering, Head of Projects and Head of Product
- Manage insource/outsourced services and resources including leveraging common capability contracts
- Ensure the success of the technology value chain through effective collaboration
- Focus on the ongoing automation of technology operations

#### 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

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### Leadership Expectations

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#### 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

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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	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
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<b>CONNECTOR</b>  Builds meaningful relationships with others and supports collaboration	<b>Collaborate and connect with others</b>  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	<b>A great Connector will</b>  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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<b>COACH</b>  Creates a safe, supportive environment where their team excels and people thrive	<b>Lead seriously exceptional teams</b>  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	<b>A great Coach will</b>  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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<b>DELIVERER</b>  Enables the team to play their part in delivering great journeys to keep New Zealand moving	<b>Deliver amazing results</b>  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	<b>A great Deliverer will</b>  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:

- Extensive experience leading and managing technology operations teams including new technology operating models
- Leadership experience in a complex technology operations environment with significant expertise in sustainable technology operations
- Proven experience in leading, influencing and building credibility across a range of stakeholders
- Proven experience in leading innovative operations, including Cloud technologies

- Knowledge and experience in the use of multiple modern operations methodologies
- Knowledge and experience of technology methodology and frameworks
- Knowledge and experience in proactive technology risk management

**Qualifications:**

Tertiary level qualification in relevant subject or equivalent experience

**Behaviours**

- Relationship management skills
- Effective communicator

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**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.

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**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.

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To learn more about what we do visit [www.nzta.govt.nz](http://www.nzta.govt.nz)