



POSITION DESCRIPTION

Digital Operations Lead

POSITION DETAILS

Position No.	000768	Department	Digital Experience
Employment Status	Ongoing full time	Location	Civic Centre
Unit	Information Technology		

POSITION OBJECTIVE

The Digital Operations Lead ensures the secure, reliable and people-centred delivery of Council's digital environment. This role provides both operational leadership and strategic capability by owning the Digital Workplace strategy, embedding service management disciplines, strengthening cyber resilience, and championing digital culture while leading day-to-day service delivery. The role will translate business needs into practical digital solutions, coordinate vendors and change, uplift staff capability, and use data to drive continual improvement, advancing Council's Digital Strategy and delivering modern, accessible services for staff and the community.

KEY FUNCTIONS AND RESPONSIBILITIES

- Lead the development and delivery of Council's Digital Workplace strategy, ensuring adoption of modern, collaborative practices across the organisation.
- Provide high-quality frontline digital support with a customer-first approach, resolving incidents and requests promptly.
- Operate and improve the IT service management platform, prioritising and escalating incidents, problems, and changes.
- Develop and maintain knowledge articles, user guides, and training resources to uplift staff digital capability.
- Deliver operational dashboards and reporting to support decision-making and monitor digital maturity.
- Coordinate with vendors and service providers to ensure service levels and compliance with contracts.
- Support onboarding, offboarding, and device lifecycle management to ensure staff have reliable and secure tools.
- Support Council's enterprise applications, including M365, CRM, GIS, Finance, and Information Management tools.
- Lead the design and delivery of cross-functional forms, workflows, and low-code solutions that digitise and simplify business processes.
- Manage assigned budgets related to digital workplace services and device lifecycle programs.
- Support application portfolio management, including system evaluation, upgrades, and integration activities.
- Translate business needs into digital solutions by working with internal stakeholders to capture and document requirements.

- Mentor, coach, and influence colleagues across the organisation to embed digital capability and confidence.
- Promote a high-performing, collaborative team culture that supports Council's values and transformation goals.
- Work collaboratively across Council teams to ensure alignment, coordination, and shared ownership of digital service delivery.
- Contribute to policy development, service frameworks, and performance reporting for internal governance and external audit purposes.
- Promote a safe, respectful, and inclusive workplace by adhering to WHS policies and modelling positive behaviours.
- Represent Council in cross-government, sector, and community forums, advocating for best practice and innovation in digital service delivery.
- Identify and implement operational improvements that simplify and modernise technology use.
- Support the rollout of new technologies and service enhancements.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and Safety of yourself or others in the workplace to comply with any reasonable instructions given to you by the council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level are professionally autonomous and undertake professional work that is novel, complex, or critical.

Judgement and Problem solving: Employees at this level operate at an experienced level in delivering specialist work which requires extensive knowledge and a high level of skill. The position requires the capacity to work independently and without direct supervision.

ORGANISATIONAL RELATIONSHIPS

- **Internal:** Cross-departmental collaboration with all Kingborough Council staff.
- **External:** Engage with vendors, service providers, and external consultants to deliver business functional system and database services.
- **Direct Reports:** This position reports to the Manager Digital Experience and has no direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Tertiary qualifications, or equivalent experience.
- Proven experience in enterprise-wide digital transformation.
- Strong expertise in M365, collaboration platforms, CRM systems, Finance, HR, Information Management, GIS, and CCTV.
- Experience leading digital workplace or modern workplace strategies.
- Hands-on experience delivering digital projects, using Agile, Lean, or hybrid methodologies to achieve high-quality, timely outcomes.
- Proven experience with enterprise systems and architecture, including infrastructure, networks, cloud platforms, identity management, integrations, backup, virtualised environments, and modern collaboration tools.
- Demonstrated expertise in forms, workflows, and automation to digitise services and improve efficiency.
- Experience in business analysis and process improvement, with the ability to translate business needs into practical digital solutions.
- Demonstrated expertise in IT service management practices, process automation, and low-code platforms.
- Applied experience with dashboards, analytics, and reporting tools (Power BI)

- Strong financial and operational planning skills, including budget tracking, cost optimisation, and asset lifecycle management.
- Strong leadership, mentoring, and change management skills.
- Exceptional interpersonal and communication skills, with the ability to engage and influence at executive, governance, and community levels.
- High-level organisational skills, with the ability to manage competing priorities and respond flexibly in a dynamic environment.
- Knowledge of cybersecurity principles and their application in modern workplace services.

Licences

- Current Drivers Licence.
- Working with Vulnerable People registration.

Desirable

- Familiarity with local government operations, community engagement, and regulatory environments.
- Professional certifications in ITIL, Agile, Microsoft, or change management.
- Exposure to community engagement or customer experience initiatives that leverage digital tools to improve accessibility and reduce friction.