



Job Description Form

Operations Manager

Position Number:	100602	Portfolio:	Strategy and Performance
Classification:	Level 8	Reports to:	Director Information and Digital Services, Level 9
Location:	Joondalup	Direct Reports:	5

Description

The Operations Manager leads the end-to-end delivery of application and technology services within Information Services, across Infrastructure, Data, Applications and Service Desk functions, encompassing both business as usual operations and digital project delivery aligned to the DWER Digital Strategy.

The role leads and manages multiple specialised IT teams and is accountable for operational performance, service reliability, security, and continuous improvement across all ICT services.

The Operations Manager sets strategic direction for digital services, aligning business-as-usual operations and project delivery to business outcomes, while overseeing vendor and partner arrangements to balance cost, risk and service quality and enable future capability.

The role also drives the modernisation of platforms and services, including the transition from legacy systems to more sustainable, contemporary solutions, and ensures effective integration of business-as-usual operations and digital initiatives to deliver consistent, reliable and evolving services.

Responsibilities

In context of above description, the role:

Technology Service Management (ITMG)

- Manages and allocates resources for budgeting, estimating, planning, developing and delivering a portfolio of technology services and systems.
- Engages and influences stakeholders to ensure services are developed and managed to meet agreed service levels, security requirements and quality standards.
- Plans and implements processes, procedures, tools and practices for monitoring and managing the performance of technology services.
- Aligns the contribution of specified systems and services with organisational and financial goals. Recommends sourcing options, ensuring optimal service delivery.

Incident Management (USUP)

- Responsible for the operation of the incident management process.
- Manages incident communications, ensuring all parties are aware of incidents and their roles
- Leads the review of major incidents and informs service owners of outcomes.
- Ensures incident resolution within service targets. Analyses metrics and reports on the performance of the incident management process.

Artwork developed by Nani Creative in collaboration with DWER and Wongutha artist and designer Kevin Wilson.



- Develops, maintains and tests incident management policy and procedures. Ensures compliance with regulatory requirements.

Delivery Management (DEGM)

- Defines and oversees the delivery strategy for multiple products or services.
- Ensures effective allocation of resources and budget.
- Monitors and reports on performance of product and service delivery, ensuring alignment with organisational goals, objectives and customer needs.
- Identifies and mitigates systemic risks and issues.
- Sets the direction and standards for delivery management within the Operations Team.
- Leads development of customer centric, continuous improvement culture.

Feasibility Assessment (FEAS)

- Collaborates with stakeholders and specialists to obtain information for feasibility assessment.
- Prepares feasibility assessments, business cases, including cost/benefit, impact and risk analysis for each option.

Information Systems Coordination (ITSP)

- Maintains awareness of the global needs of the organisation.
- Promotes the benefits a common approach to technology deployment will bring to DWER
- Coordinates and collaborates with others on the promotion, acquisition, development and implementation of information systems and service.

Budgeting and Forecasting (BUDF)

- Leads the development of budgets and forecasts for the Operations & Support Team.
- Collaborates with stakeholders to align budgets and forecasts with organisational objectives.

Contract Management (ITCM)

- Oversees and measures the fulfilment of contractual obligations.
- Uses KPI's to monitor performance and identify opportunities for continual improvement.
- Develops strategies to address under-performance and compliance failures.
- Identifies required changes, evaluates impact, advises stakeholders on implications and consequences. Negotiates variations and seeks appropriate authorisation.

Supplier Management (SUPP)

- Manages suppliers to meet key performance indicators and agreed targets.
- Manages operational supplier relationships and ensures disputes or conflicts are resolved.
- Uses benchmarking and supplier performance data to monitor and review performance.
- Use suppliers' expertise to support and inform development roadmaps.
- Manages supplier service improvement actions.
- Identifies constraints and opportunities when negotiating or renegotiating contracts.



Performance Management (PEMT)

- Leads recruitment, team performance, training and capability development.
- Determines and delegates people and functional management objectives and responsibilities.
- Sets direction for multiple workgroups to achieve strategic organisational objectives.
- Sets strategy for quality and performance measurement in line with organisational goals.
- Provides a work environment and resources needed for individuals and workgroups to perform their tasks efficiently.

Asset Management (ASMG)

- Manages and maintains the service compliance of IT and service assets in line with business and regulatory requirements.
- Identifies, assesses and communicates associated risks.
- Ensures asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance.

Service Level Management (SLMO)

- Sets strategies for service delivery that support the strategic needs of the client organisation.
- Authorises allocation of resources for monitoring service delivery arrangements.
- Develops relationships with stakeholders at the highest level to identify potential areas of mutual commercial interest for future development.
- Maintains an overview of the contribution of service delivery arrangements to organisational success.

Other

- Undertakes additional duties as required within the skills and scope of the position capabilities and departmental needs.

Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear [Leadership Expectations](#). For this role, you will be a [Leading Leaders](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our [values](#). All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.



**We serve to
make a
difference**



**We build
trust**



We care



**Open
minds**



**Better
together**



Capabilities

This position is aligned to the [Skills Framework for the Information Age \(SFIA\)](#). The [SFIA Level 9 skills](#) which apply to this position are outlined below. Employees are required to demonstrate competence and development toward these, which along with the work-related requirements form the required capabilities of this position.

SFIA Skill Code	SFIA Skill	SFIA Level
Core Skills		
ITMG	Technology Service Management	6
USUP	Incident Management	5
DEMG	Delivery Management	6
FEAS	Feasibility Assessment	5
ITSP	Information Systems Coordination	6
BUDF	Budgeting and Forecasting	5
ITCM	Contract Management	5
SUPP	Supplier Management	5
PEMT	Performance Management	6
ASMG	Asset Management	5
SLMO	Service Level Management	7

Work related requirements

Read these requirements in context of the above contents.

Essential

1. You have demonstrated relevant experience, supporting your ability to lead and deliver in a complex ICT environment, ensuring operational continuity and strategic alignment (you lead adaptively).
2. You have demonstrated senior leadership experience managing large, multi-disciplinary ICT teams, including leading other leaders with accountability for workforce planning, resource allocation and performance management across highly specialised technical functions (you lead collectively).
3. You have applied your deep knowledge of enterprise-level technologies (such as cloud services, IT infrastructure) and industry best practices to evaluate and select digital solutions for adoption, ensuring solutions are fit for purpose, support continuous improvement and long-term value, and remain adaptable to changing business needs, with consideration of both functional and nonfunctional requirements (you think through complexity).
4. You have demonstrated experience setting strategic direction for ICT operations and service delivery, translating this into clear priorities, delivery plans, resource allocation and continuous service improvement (you deliver on high leverage areas).
5. You have highly developed communication and interpersonal skills, enabling you to influence and collaborate effectively at all levels with internal and external stakeholders, customers, vendors, and partners (you dynamically sense the environment).
6. You have strong financial and budgeting skills, with experience managing IT budgets and capital investments to support strategic and operational goals (you deliver on high leverage areas).



7. You have substantial experience in managing vendor agreements, including negotiating and resolving contractual issues to ensure value and mitigate risk (you embody the spirit of public service).

Desirable

8. You have a degree-level qualification in Information Technology or a related field.

Special requirements

- The department will conduct a national police check before offering employment.
- This position requires the ability for independent travel.