

## Position description

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## Delivery Lead – Technology

Classification	Band 4
Team	Corporate Services, Technology Services
Reporting to	Chief Information Officer (CIO)
Location	Office based in Bridge Street, Bendigo, hybrid working arrangements available
Effective Date	March 2025

## Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

## What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

The Delivery Lead is responsible for facilitating and supporting the delivery process within the technology organization. This role involves guiding and coaching technology teams to ensure effective implementation of Agile principles and practices. The Delivery Lead will work closely with Technology Teams, Product/Project Owners and other stakeholders to foster a collaborative and productive environment. Reporting to the CIO, this is a key role in managing the demand and delivery of technology services, to ensure that teams are optimally engaged, measured and accountable, while supporting team leaders in stimulating a growth mindset and improving team culture. The Delivery Lead is a high energy role, bringing positivity and "glass half full" mindset to foster team growth and continuous improvement.

Position dimensions

Capital and expenditure budget	In accordance with the organisational budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	0
Internal working relationships	All Coliban Water departments and stakeholders, in particular business product/system owners and internal peer Technology and Architecture Teams.
External working relationships	Contractors, consultants, vendors and industry associations
Other	Not applicable

Key result areas

Active Mentoring and Process Improvement

- Working with Technology Team leaders and their teams to define and evolve their service catalogue and engagement practices, so that the service offerings are clear to business customers and are well linked to project and program planning and delivery.
- Facilitate and lead the demand management "Front Door" process for technology teams, working with Team Leads to manage estimation services for work and collaborate with Product/Program Demand Owners to ensure the product backlog is well-defined, prioritized, and ready for the next/future sprints.
- Facilitate Scrum ceremonies, including Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives.
- Coach and mentor Scrum teams on Agile methodologies and best practices.
- Remove impediments and obstacles that hinder the team's progress and productivity.
- Foster a culture of continuous improvement, encouraging teams to reflect and adapt their processes.
- Collaborate with Product Owners to ensure the product backlog is well-defined, prioritized, and ready for the next sprint.
- Promote effective communication and collaboration within the team and with external stakeholders.
- Track and report on key metrics to monitor team performance and progress.
- Support the adoption and scaling of agreed Agile practices within the organization.
- Stay current with industry trends and advancements in Agile methodologies.

Commented [EB1]: Intent to have linkages with the strategy delivery team?

Performance level

<b>Action and accountability</b>	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field and supervision provides guidance and support only when needed.
<b>Judgement and problem solving</b>	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget parameters and equipment. Problem resolution is a feature of this role and will require conceptualisation, development of ideas, detailed analysis and development of action
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to relate the context of the full spectrum of technology services for a modern organisation.</li> <li>• Skills in IT project management, Agile principles, Scrum framework, and other Agile methodologies.</li> </ul>
<b>Interpersonal skills</b>	This role operates within the space of negotiation, conflict resolution and/ or inspiring change. Communication has the purpose of persuading others for the matter of procedures, methods or strategies where differing opinions may exist. This role also requires the ability to lead and motivate others in the achievement of objectives (resolution of conflicts over priorities, resource use, technical concepts and management decisions).
<b>Leadership level</b>	<ul style="list-style-type: none"> <li>• Lead self: Core skills demonstrating initiative, collaboration, and communication.</li> <li>• Guide others: Guides, and influences technology teams.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Computer Science, Business, or a related field.</li> <li>• Ideally a Certified Scrum Master (CSM) or equivalent Agile certification.</li> <li>• Experience as a Scrum Master or in a similar Agile role.</li> </ul>

## Shared goals

<b>Health safety and wellbeing</b>	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
<b>Environmental stewardship</b>	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
<b>Information security</b>	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
<b>Victorian public sector values</b>	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

## Assessments and further requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

## Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Able to form productive and respected relationships with Technology Teams, particularly Team Leaders as a key service to their team's effectiveness and visibility.
- Strong understanding of Agile principles, Scrum framework, and other Agile methodologies.
- Excellent facilitation, coaching, and mentoring skills.
- Strong communication and interpersonal skills, with the ability to effectively interact with team members and stakeholders at all levels.
- Ability to manage multiple priorities and work in a fast-paced environment.
- Experience with Agile project management tools, such as MS Planner, Jira, or similar.