

Manager Enterprise Information

Classification	Band 6
Team	Corporate Services / Information & Systems
Reporting to	Manager Information & Systems (CIO)
Location	Office based in Bridge Street Bendigo and remote working
Effective Date	March 2024

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 Manager Enterprise Information leads the development and execution of Coliban Water's Enterprise Information Management Strategy to ensure that information is created, stored and managed across the organisation, and is defined consistently and accurately across systems, in a way that supports its accessibility and security throughout its lifecycles.

The role provides specialist and compelling advice on information governance and will implement measures to strengthen controls and promote information accessibility, useability and compliance. The role is also responsible for developing information security and classification policy (in line with broader privacy and security frameworks and policies) and ensuring its effective implementation as part of overall information management efforts.

This position focuses on establishing and ensuring adherence to an enterprise information management and information governance framework. This position works closely with business and functional area leadership to improve the quality and value of information assets, respond to regulatory protection requirements as well as support the strategic requirements of Coliban Water to deliver an information rich and digitally aware service for staff, partners and customers.

Position dimensions

Capital and expenditure budget	In accordance with operational budget.
Authorities/delegations	In accordance with the Instrument of Delegations policy.
Number of reports	Initially 0
Internal working relationships	Advising all levels and areas of the organisation on best practice information management and information governance.
External working relationships	Collaborating with information governance professionals in the Australian water industry to establish best practice.
Other	

Key result areas

Information Management

- Develop and implement a forward-thinking Enterprise Information Management strategy, plan and processes.
- Engage with stakeholders to identify and manage existing organisational and cultural information silos and identify critical information across the organisation.
- Develop an appropriate information architecture that builds upon existing systems and enhance them where needed.
- Review internal business processes with respect to information and data management and make recommendations on how to improve efficiency, effectiveness, and compliance to regulation.
- Assure all information types including content, records, data, analytics, are available and shared/exchanged across the organisation.
- Manage the implementation of information management improvement projects.
- Leverage outcome-driven initiatives and connect them using identified, managed and governed enterprise information.
- Lead the organisation through a change process of improving information management practices.

Information and Data Governance

- Establish and implement an Information and Data Governance Framework for Coliban Water to maintain a high level of quality.
- Assure key information assets are captured, shared and reused appropriately.

- Act as a key Information and Data Steward for the organisation and create processes and procedures that monitor and enforce governance policies.
- Track quality and assist in the resolution of information and data related issues, and enforce compliance with regulatory requirements.
- Under the Information and Data governance framework, establish and manage appropriate stakeholder governance groups.
- In conjunction with the Data Science team and key business owners, develop and maintain an inventory of enterprise information and data.
- Promote the importance of data and information management.
- Connect data, information and analytic silos across the organisation with lean business information assets.
- Coordinate data that drives the biggest business impact while improving productivity across all data and analytics initiatives.

Information Security, Privacy and Governance

- Work closely with the Cyber Security team to ensure all information assets have the right level of security.
- In conjunction with the Cyber Security team, develop and implement an Information Protection and Classification system for all information assets held by Coliban Water.
- Work closely with the Privacy and Governance teams to ensure all information assets have privacy and regulatory conditions known, established and met.

Performance level

Action and accountability	This role provides expert advice to the business. It will be able to lead the investigation of major issues related to data and information. Development of strategies to resolve problems is a key feature for this role along with a direct influence over policy/ program development or delivery.
Judgement and problem solving	This role makes decisions within complex and/ or dynamic environments. Problems and issues may not be easily understood and frequently arise. There is the requirement to develop new methods and/ or break new ground. Advice or guidance may be limited or may not exist.
Specialist knowledge and skills	This role has specialist knowledge and experience with managing information and data.
Interpersonal skills	This role is actively involved in influencing and convincing others in the pursuit or achievement of objectives. It will operate with tact and diplomacy in relation to sensitive issues.
Leadership level	Lead element: Leads the development and growth of a key business capability, core platform, or core technical area. Lead enterprise: Organisation-wide leadership
Qualifications and experience	A tertiary degree in business and/or information technology is preferred. Substantial specialised knowledge and experience in information and/or data management is essential.

Shared goals

Health safety and wellbeing	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.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.

Special assessment and 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 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:

- Excellent leadership qualities with strong stakeholder management skills.
- Track record of leading change in a complex transforming data rich organisation.
- Clear understanding of contemporary information management programs. Your superior communication skills will underpin your ability to drive business, culture and technology change in a dynamic water utility.
- Experience in developing and applying Information Management Frameworks in organisations with complex information and data needs
- Experience with improving data and information management practices.
- Strong understanding of databases and data structures.
- Demonstrated knowledge of the enterprise uses of information and data with end-to-end flow within an enterprise.
- Knowledgeable and experienced regarding Enterprise Information Management tools needed to support best practices in Information and Data Governance, Data Quality, Data Management, Security, and Data Reporting & Analytics.
- Strong analytical and project management skills.
- Excellent written and verbal communication skills.