

Position Description

Supreme Court of Victoria



Position Details			
Title:	Information and Communication Technology (ICT) Team Leader – Administrative Services		
Contract:	Morgan Consulting		
Business Unit:	Supreme Court of Victoria / Funds in Court		
Salary Range:	\$84,019 – \$95,329 + Superannuation	Grade:	4
Employment Status:	Full-time Ongoing	Last Updated:	January 2019
Reports To:	Information and Communication Technology Services Manager		
Location:	5/469 Latrobe Street, Melbourne VIC 3000		

Position Purpose
<p>The ICT Team Leader (Administrative Services) is a key member of the ICT Services Team and is primarily responsible for managing the operations of a team of ICT Administrative Support Officers and Information Security and Governance program management and reporting. In addition, the position is responsible for the management of matters relating to Facilities and Procurement.</p> <p>The position will assist in the implementation, maintenance and streamlining of IT and back office services, process improvement, technical instructions, procedures and policies. Forward planning, negotiation and decision-making are key components of the role. The position reports to the ICT Services Manager.</p>

Key Accountabilities
<ul style="list-style-type: none">• Manage the operation of a team of ICT Administrative Support Officers to ensure an efficient and effective service delivery function in accordance with ICT Services standards. This includes determining resourcing, day-to-day rosters, managing leave and ensuring adequate staffing within the team and recruiting staff capable of working to a superior standard under pressure.• Provide authoritative advice, leadership and guidance to the ICT Administrative Team on a range of administrative applications.• Actively contribute to the ICT Services Leadership Team and manage the implementation of process improvements, enhancements, projects within its work unit to achieve service excellence.• Assist in the implementation of technical policies, procedures and standards for ICT services and, in conjunction with the ICT Services Manager, contribute to strategic business planning.• Manage information security and risk processes and reporting, including physical security, information security design (supporting the Business Solutions Leader), information security monitoring and incident management. Initiate and maintain strong relationships with internal and external stakeholders including Government, professional and commercial organisations and community agencies to achieve goals, as required.

- Provide regular reporting to the ICT Manager on governance, risk, security and administration within ICT.
- Responsible for staff performance including performance management and training and development.
- Encourage open communications and inclusiveness, lead by example and drive culture in accordance with the key values and strategic goals of the organisation.
- Facilities Management – includes but not limited to: liaising with building manager and service providers in respect of all building and office issues; maintaining and updating building fault register; supervising contractors and ensuring compliance with applicable policy and procedure; setting up training rooms and all-round Office maintenance and signage.
- Security Management – includes but not limited to: being the back-up support for Office security; assisting with the Office’s Business Continuity Plan and control of keys (including registers).
- Procurement Management – includes but not limited to: maintaining FIC’s assets and Assets Register; stocktake of all assets and relevant testing and tagging and ensuring adequacy of office supplies.
- Receive escalated issues and complaints within the ICT Administrative Team and resolve any grievances through a process of consultation, explanation and negotiation. Report to the ICT Services Manager on the status of complaints and escalate any matters that remain unresolved.
- Managing the banking, archiving and the collection, processing and delivery of all mail as required.
- Other duties as directed by the ICT Services Manager.

Qualifications/Technical Expertise

- Proven experience in ICT Services and/or Excellent IT industry knowledge and expertise.
- Demonstrable experience in the management of a team in a services related industry.
- Substantial experience in stakeholder engagement and relationship management.
- Knowledge and experience in OH&S and development of policies and procedures.
- Professional-judgement, ability to meet deadlines, manage competing priorities / projects and work without supervision.
- Sound experience and advanced skills in the use of the Microsoft suite of applications.

Key Capabilities	
Knowledge & Skills	<ul style="list-style-type: none"> • Conflict Management – Uses conflict situations to probe for underlying issues while establishing mutual trust and respect and assisting others to look at alternatives and guiding them towards an effective solution both for the individual and the work area. • Influence and Negotiation – Gains respect from stakeholders, based on expertise, using effective negotiation techniques to motivate others and plan, negotiate and implement projects based on underlying trust in order to achieve objectives. • Interpersonal skills – Builds strong relationships and develops an understanding of others in order to motivate them and confidently address conflict situations. • Leadership – Manages teams effectively in complex situations, providing clear direction, advice and necessary support in day-to-day work and in developing and implementing new processes and procedures. • Problem Solving – Uses specialist knowledge and expertise to address complex problems, gathering relevant information and generating and testing a range of solutions and outcomes. • Service Excellence – Builds strong customer relationships based on superior service, plans and implements service improvement initiatives and effectively addresses service issues, and fosters a collaborative team spirit focused on service delivery. • Verbal Communication – Explains concepts in an accessible manner and develops effective presentations, building rapport and addressing underlying motivations and issues. • Written Communication – Produce a range of complex technical reports and recommendations on relevant issues which are evidence based and provide a sound basis for decision making.
Personal Qualities	<ul style="list-style-type: none"> • Decisiveness – Uses available information and exercises good judgment to make sound, timely and well-informed decisions. • Detail Focus – Undertakes finely detailed work in a precise and accurate manner. • Developing Others – Actively supports others and provides opportunities and practical assistance in developing their skills and capabilities. • Initiative and Accountability – Takes responsibility for actions and proactively implements work plan and addresses issues.

About the Supreme Court of Victoria

The Supreme Court of Victoria (the Court) is the highest court in Victoria and comprises the Court of Appeal and the Trial Division. The Court deals with major criminal and civil matters, plus appeals against decisions of lower courts.

Our Goal

To be an outstanding superior court.

Our Purpose

To safeguard and maintain the rule of law, and to ensure:

- equal access to justice;
- fairness, impartiality and independence in decision-making;
- processes that are transparent, timely and certain;
- accountability for the Court's use of public resources; and
- the highest standards of competence and personal integrity.

Funds in Court (FIC) is a self-funded division of the Court, whereby all funds paid into Court are held, invested, and administered by the Senior Master, who is an Associate Judge. The Senior Master holds funds, investments, and assets, principally for persons under disability. Please visit FIC (www.fundsincourt.vic.gov.au) for more information on our organisational context.

Additional Information

- Leave may be restricted during the legal year.
- Flexible working conditions may be negotiated (non-judicial staff only).
- All appointments are subject to reference checks and the receipt of a criminal record check.

Employee Obligations

Occupational Health and Safety

The Court aims to maintain a safe, healthy and secure work environment for the Judiciary, all employees, jurors, clients, visitors and contractors. Achieving this aim is the responsibility of all of us. We all have the opportunity on a daily basis to ensure we support health and safety practices.

Respect in the Workplace

The Court values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. Employees of the Court must show respect for each other, the judiciary, visitors and contractors by treating them fairly and objectively and ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying.

The Supreme Court of Victoria is an equal opportunity workplace.

Employee Acknowledgement

I acknowledge that I will comply with all applicable legislation including the Occupational Health and Safety Act, Public Administration Act, Victorian Public Service Enterprise Agreement 2016. I further acknowledge that I will abide by and perform my duties in accordance with the Code of Conduct for Victorian Public Sector Employees and the policies and procedures of Funds in Court, the Supreme Court of Victoria and Court Services Victoria (as applicable to FIC).

Name: _____

Signature: _____

Date: ____ / ____ / ____