

Role Description



Role title:	Classification:
Senior Manager Digital Strategy and Solutions	SM1
Division/Business unit:	Reports to:
Finance, Digital and Customer Support / Digital Data and Technology	Director Digital Data and Technology

Role purpose:

The Senior Manager, Digital Strategy and Solutions is a role within Finance, Digital and Customer Support and is accountable to the Director, Digital Data and Technology for:

- Leading the Department's digital strategy and solutions, data and AI strategy, and transformation priorities, ensuring alignment with departmental objectives, service priorities and emerging business needs.
- Partnering with business areas and senior stakeholders to identify opportunities, address complex business challenges and shape customer-focused digital transformational solutions.
- Leading the Digital Solutions function, including Data Analytics and Reporting, ensuring digital, data, analytics and business intelligence capabilities are integrated to support evidence-based decision-making, innovation, service improvement and organisational outcomes.
- Leading the ICT project governance framework, portfolio prioritisation and assurance practices, ensuring digital investments are effectively prioritised, governed, monitored and evaluated to manage risk, dependencies, delivery performance and benefits realisation.
- Building strategic partnerships across the Department and broader technology ecosystem, working collaboratively with stakeholders, vendors, government and external partners to shape and deliver sustainable solutions aligned with approved architecture, governance, security and operational requirements.

Key outcomes and accountabilities:

1. **Digital Strategy and Portfolio Leadership** - Lead the development, implementation and continuous review of the Department's digital strategy, priorities and portfolio, ensuring digital capabilities and investments are strategically prioritised and aligned with departmental objectives, service priorities and emerging business needs, and provide strategic advice to senior executives on investment options, priorities, risks, dependencies and trade-offs.
2. **Business-led Digital Solutions and Transformation** - Lead engagement with business areas to understand complex business problems, service needs and opportunities, and shape digital solutions and transformation initiatives that improve organisational performance, service delivery, efficiency and customer outcomes, ensuring appropriate business change, adoption and transition arrangements are established to embed and sustain the benefits of change.
3. **Digital, Data, Analytics and AI Leadership** - Provide strategic leadership and oversight of the Digital Solutions and the Data Analytics and Reporting function, ensuring digital, data, analytics, business intelligence and artificial intelligence capabilities are effectively integrated to support evidence-based decision-making, service improvement, innovation and organisational outcomes.

Key outcomes and accountabilities:

4. **Project Governance and Delivery Assurance** - Lead the development, implementation and continuous improvement of the Department's project and digital investment governance framework, ensuring initiatives are appropriately prioritised and governed and that investment decisions are informed by strategic alignment, risk, dependencies, delivery performance, resource requirements and benefits realisation. Provide strategic assurance and advice to senior executives and governance bodies on portfolio performance, emerging risks and investment priorities.
5. **Solution Development and Technology Ecosystem** - Lead the strategic shaping of complex digital solutions in collaboration with business stakeholders, internal technology functions, whole-of-government stakeholders and external partners, ensuring solution options address business and service outcomes and are sustainable, scalable and aligned with approved architecture, governance, security, data and operational requirements, while fostering strategic partnerships that support innovation and sustainable service delivery.
6. **Digital Innovation, AI and Benefits Realisation** - Identify, assess and lead opportunities to apply emerging technologies, including AI, to address business and service challenges, improve productivity and customer outcomes, and enable innovation. Provide strategic advice on the business value, feasibility, risks and organisational implications of emerging technology opportunities, ensuring responsible use and alignment with relevant governance, security, architecture and policy requirements.
7. **Leadership, Partnerships and Capability** - Lead and develop a high-performing Digital Solutions function, including Data Analytics and Reporting, setting strategic direction, priorities and performance expectations and building capability across digital, data, analytics and emerging technology. Build strong partnerships across the Department and broader technology ecosystem and foster collaboration, innovation, accountability and continuous improvement to support current and future departmental priorities.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Director, Digital Data and Technology (line manager)
- Digital Data and Technology Leadership Team
- Digital Data and Technology staff
- DHS Executives and Senior Managers
- Staff in all functional areas across the Department
- Key stakeholders across all levels of government
- Non-Government Organisations
- External Service providers

Budget/Delegations:

Level 4 HR Delegations and Level 4 Financial Delegations

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Digital Strategy and Transformation Leadership:** Extensive experience in developing and implementing digital strategies and leading complex digital transformation initiatives in a large and complex organisation. Demonstrated ability to translate organisational priorities and emerging technology opportunities into a clear strategic direction, prioritised initiatives and measurable business outcomes.
2. **Business and Solution Leadership:** Demonstrated experience partnering with senior business stakeholders to understand complex business challenges, identify opportunities and shape practical digital solutions. Proven ability to influence decision-making, challenge existing approaches and translate business needs into sustainable service and organisational improvements.
3. **Strategic Leadership and Management:** Extensive experience in leading multidisciplinary teams and significant digital, data and technology functions within complex organisational environments. Demonstrated ability to lead specialist managers and teams, establish strategic direction, build organisational capability and deliver outcomes through collaboration, innovation and continuous improvement.
4. **Project, Portfolio and Governance:** Extensive experience in establishing and applying project and portfolio governance frameworks for complex programs and initiatives, including prioritisation, investment decision-making, risk management, assurance, dependencies, benefits realisation and performance reporting. Demonstrated ability to provide high-level advice and assurance to senior executives and governance bodies.
5. **Digital, Data, Analytics and AI:** Demonstrated knowledge and experience in the use of data, analytics, business intelligence and digital technologies to support business decision-making, service improvement and organisational performance. Demonstrated understanding of data management, data quality, data governance and analytical practices, with the ability to work effectively with specialist data and analytics teams. Knowledge and experience in artificial intelligence and emerging technologies, including the ability to assess their potential application to business and service challenges, business value, feasibility, responsible use and organisational requirements.
6. **Strategic Stakeholder and Partnership Management:** Highly developed ability to build, influence and maintain effective relationships with senior executives, business leaders, technology functions, vendors, government agencies and external partners. Demonstrated ability to negotiate competing priorities, build consensus, communicate complex issues and achieve outcomes across organisational boundaries.
7. **Strategic Judgement and Commercial Acumen:** Proven ability to exercise significant judgement and delegated authority in complex and ambiguous environments, assess competing options and risks, and

provide clear strategic advice to support investment and organisational decisions. Demonstrated understanding of business cases, digital investment, commercial considerations and benefits realisation.

Qualifications:

Essential: Tertiary qualification in a relevant discipline or equivalent professional expertise and experience demonstrated through substantial leadership experience in digital, technology, data or related fields.

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change

- ☒ Creates a shared vision and mission for the BU.
- ☒ Inspires and influences others to assume ownership BU goals.
- ☒ Leads teams in aligning their priorities within a broader organisational and political context.
- ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- ☒ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- ☒ Interprets and abides by the laws, regulations and policies determining BU activities.
- ☒ Takes accountability for team/BU success and manages others to achieve outcomes.
- ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- ☒ Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- ☒ Drives outstanding customer service by enabling team members to anticipate client needs.
- ☒ Empowers others to use resources effectively.

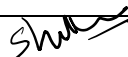
Builds genuine partnerships

- ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- ☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- ☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- ☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- ☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- ☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- ☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Demmy Kalogeras, Lead HR Business Partner	D.Kalogeras	Date: 18/08/2026
Approved by: Shikha Sharma, Director Digital Data & Technology		Date: 18/08/2026