

Position description

Position	Operations Lead - Information Services		
Purpose	Administer the PHN Information Systems focusing on PHN System performance, service management, business continuity, information security risk management, and continual service improvement.		
Salary Band	Salary Band 3		
Approval date	27 February 2024	Approved by	Raoul Ross

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council, parts of Somerset Regional Council and Norfolk Island. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community
- Facilitate care closer to home
- Address health gaps and inequities
- Transform and connect primary healthcare
- Drive organisational excellence.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.



Role-specific

- Administer the PHN Information Systems focusing on performance, service management, business continuity, information security risk, alert monitoring, change management and continual service improvement.
- Proactively manage the PHN's managed services provider to ensure projects, support, key objectives, and service level agreements meet agreed targets.
- Identify and lead continuous improvement projects including process improvement initiatives, requirements gathering, and managing projects.
- Support the PHN's Information Security Management System (ISMS) including undertaking regular Information Security risk assessments and implementing treatment plans.
- Provide oversight of the PHN's Cyber Security Awareness training program and presenting Cyber Security updates to staff.
- Identify areas where AI can enhance performance and productivity, collaborating closely with teams to implement AI-driven solutions.
- Administer information and communications technology (ICT) asset management, including asset procurement and disposal.
- Maintain and promote ICT-related policies, procedures, and user guides to ensure compliance with ISO27001 and organisational requirements.
- Stay up-to-date with Information Technology trends and emerging security threats providing advice to management and staff including the writing articles for the PHN's blog.
- Build and maintain strong relationships with our ICT vendors.

General

- Regularly attend team and staff meetings.
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements.
- Collaborative approach with excellent communication and people skills, able to work with various teams and stakeholders, both technical and non-technical.
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date, and accessible by other team members.
- Comply with reporting requirements as directed by your manager.
- Deal with sensitive information in a confidential and professional manner.
- Complete other reasonable duties and projects as required to meet organisational objectives.

Reporting relationships

Relationships

Reports to: Manager - Information Services

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- Experience working in a similar position.
- Tertiary qualifications in ICT or equivalent professional experience.
- Experience with Microsoft Azure at an Enterprise level.
- Experience in Information Security Management Systems especially ISO27001.
- Experience in implementing and evaluating ICT improvement projects.
- Experience developing and maintaining effective relationships with a broad range of people at various levels, both within and outside the organisation.

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)