



Role Description

Role title:	Classification:
Chief Digital and Information Officer	SAES 1
Division/Business unit:	Reports to:
Finance Digital and Customer Support /Digital Data and Technology	Chief Financial Officer

Role purpose:

The Chief Digital and Information Officer is a role within Finance Digital and Customer Support and is accountable to the Chief Financial Officer for:

- Providing enterprise-wide leadership and transformation stewardship for digital, data, technology and cyber security across statewide DHS service delivery and corporate domains supporting critical frontline and community services.
- decisions with material impact on enterprise risk, investment and service continuity, enabling service transformation, evidence-based decision making, operational resilience, workforce modernisation and long-term organisational effectiveness, while supporting improved public value, service accessibility and community outcomes.
- Providing strategic advice as the Department of Human Services' (DHS) strategic adviser on digital, data, technology, cyber security and emerging technologies (including artificial intelligence), setting strategic direction, governance and enterprise operating framework to ensure alignment with government priorities, legislative requirements, protective security frameworks and responsible adoption of emerging technologies.
- Overseeing the design, integration, security and lifecycle management of enterprise information and technology platforms, enabling safe, reliable, sustainable and future focused delivery of critical government services.
- Establishing and maintaining enterprise architecture, technology governance, cyber security and assurance frameworks, including decision-making authorities that manage risk, ensure compliance and optimise long-term organisational value and investment outcomes.

Key outcomes and accountabilities:

1. Providing authoritative strategic advice to the Chief Executive, senior executives and government stakeholders on digital transformation, organisational reform, cyber security, data governance, innovation and emerging technologies.
2. Building and maintaining high-value strategic partnerships across government, industry and the broader digital ecosystem, strengthening organisational capability, enabling collaboration and supporting whole-of-government reform outcomes.
3. Lead the development, implementation and ongoing stewardship of DHS digital, data and technology strategies, policies and standards, ensuring alignment with whole-of-government directions and responsible adoption of emerging technologies.
4. Lead enterprise data governance, analytics and emerging artificial intelligence capabilities to strengthen evidence-based decision making, operational performance, service planning, regulatory compliance and strategic policy outcomes across DHS.

Key outcomes and accountabilities:

5. Establish and enforce enterprise-wide governance, architecture and assurance for digital, data and technology investments, exercising delegated decision authority and strategic stewardship over enterprise technology and information assets to optimise investment portfolios and maximise organisational value, operational sustainability, resilience and return on investment.
6. Lead enterprise transformation and organisation-wide reform initiatives that modernise service delivery, improve workforce capability, strengthen customer, community and employee outcomes and improve organisational effectiveness through digital enablement, business improvement and enterprise operating model reform.
7. Drive end-to-end performance, security and resilience across enterprise platforms and services, with robust assurance and accountability frameworks that provide clear executive insight into organisational performance, service outcomes, enterprise risk, technology resilience and investment value, safeguarding critical service continuity and strengthening organisational resilience and public trust.
8. Lead and influence whole-of-government digital, data and artificial intelligence investment governance and funding initiatives, influencing strategic investment decisions, capability uplift and cross-sector reform outcomes.

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.
- Intrastate and/or interstate travel, which may involve overnight absences, may be required.

Key Relationships/Interactions:

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| <ul style="list-style-type: none"> • Chief Financial Officer (line manager) • Chief Executive (CE) • DHS Executives and senior leaders • DHS Digital, Data and Technology directorate • Minister for Human Services, other Ministers and Ministerial offices • Department of Treasury and Finance – Digital, Data and AI Leadership • All of government steering committees, investment boards and strategic forums relating to digital transformation, data, cyber security, artificial intelligence and broader government reform initiatives • Industry partners, strategic suppliers and the broader digital and technology ecosystem | <p>Line Management Responsibility:</p> <ul style="list-style-type: none"> • Manager, ICT Applications • Manager, Digital Solutions • Manager, Information Security and Cyber Risk • Manager, Technology Governance and Assurance • Manager, ICT Operations • Manager, Data Analytics and Reporting |
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Budget/Delegations:

- Human Resources Delegations Level 3
- Financial Authorisation Level 3 - \$500,000
- Staff head count: approx. 55 FTE

Budget/Delegations:

- Budget – approximately \$14 million per annum. Oversight of decentralised/recharged IT spend (approximately \$6m per annum) and time limited funding from the Digital Investment Fund for major IT projects.

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. **Enterprise Strategic Leadership** – Proven ability to exercise enterprise-wide strategic judgement and leadership, setting direction for digital, data, technology, and cyber security capabilities while balancing competing priorities, risk tolerance, and long-term sustainability.
2. **Strategic Advice** – Proven ability to provide authoritative, confidential and strategic advice to Ministers, CE and DHS Executive Leadership Team, translating complex technical, risk, investment and policy matters into clear, persuasive and decision-ready recommendations.
3. **Enterprise Digital and Technology Stewardship** – Demonstrated capability to provide enterprise-wide stewardship of digital, data and technology assets, ensuring coherent governance, standards and architectures that drive integration, security, and sustained delivery of organisational value.
4. **Innovation and Systems Leadership** – Demonstrated capability to lead innovation at enterprise scale through systems thinking, governance design and operating-model reform, enabling responsible adoption of emerging technologies while strengthening enterprise capability, workforce adaptability and organisational resilience.
5. **Influence, Relationships and Partnership Management** – Proven ability to build, sustain and leverage high-trust strategic relationships across government, industry and the broader digital ecosystem, influencing outcomes in complex, multi-stakeholder environments.

Qualifications:

Desirable: Tertiary qualification in information technology, computer science, business, or related fields.

Key leadership competencies and expected behaviours at this classification:**Shapes Strategic thinking and change leadership**

- Creates a shared vision and mission for the BU/organisation.
- Inspires and influences others to assume ownership of organisational goals.
- Displays strategic thinking and planning to ensure the organisation moves towards its vision.
- Develops and oversees the implementation of change initiatives in a sometimes uncertain environment.
- Identifies and analyses problems, generates and evaluates alternative solutions and makes recommendations.

Achieves organisational results

- Drives for results while maintaining a focus on the BU and/or organisations strategic goals.
- Ensures priorities are clearly linked to both short term and long-term organisational objectives.
- Makes well informed, effective and timely decisions even when information is incomplete and ambiguous.
- Abides by the laws, regulations and policies determining public sector activities.
- Holds self and others accountable for own actions and for achieving quality, timely and transparent outcomes.
- Monitors the performance of the BU/organisation and seeks continuous improvement including a best practice approach to health, safety and wellbeing.
- Integrates technical expertise into the organisation to improve overall performance and delivery of organisational outcomes.

Drives organisational excellence

- Influence the success of outcomes by maximising organisational effectiveness, performance and sustainability.
- Anticipates and plans for future events, trends, problems and opportunities.
- Develops the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback, coaching and opportunities for development and growth.
- Builds and manages the capability and expertise of the workforce to achieve organisational goals.
- Anticipates and meets the need of both internal and external clients. Delivers high quality goods and/or services.
- Carefully manages internal and external resources to ensure they are used efficiently to meet organisational objectives and the SA public sector strategic agenda.

Forges relationships and engages others

- Identifies the internal and external politics that impact the organisation. Has a clear perception of the political context and reality and acts accordingly.
- Approaches negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.
- Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
- Manages and resolves conflicts and disagreements in a constructive manner. Encourages creative tension and differences of opinion.
- Gathers knowledge and shares information from a variety of sources, explores new ideas and different viewpoints, and promotes this culture throughout the organisation.
- Builds effective working relationships, networks and partnerships with internal and external individuals at all levels.
- Actively listens to others and responds in a clear, concise and diplomatic manner. Adapts communication style as appropriate.

Exemplifies personal drive and professionalism

- Models and promotes appropriate social, ethical and organisational standards in all interactions.
- Provides frank and fearless advice, and is prepared to make tough decisions to achieve desired outcomes.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures either to fit a specific situation or in response to a changing organisational climate.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on these to facilitate professional growth.
- Capitalises on the positive benefits that can be gained from diversity. Uses understanding of differences to enhance the operation of the organisation.
- Values the health, safety and wellbeing of self and others by managing stress levels and work-life balance.

Approval:

Assessed by: Olivia Concesso, Lead HR Business Partner		Date: 27/05/2026
Approved by: Nick Ashley, Chief Financial Officer		Date: 27/05/2026