

## General Manager Custom Services & Solutions

## Position Description

<b>Grade</b>	7.2	<b>Position number</b>	
<b>Employment type</b>	Ongoing	<b>Status</b>	Full time
<b>Division</b>	Customer Engagement	<b>Direct / indirect reports</b>	9 / 15-20
<b>Reports to</b>	Director, Customer Engagement		
<b>Date approved</b>			

## About CenITex

<b>Our Vision</b>	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
<b>Our Purpose</b>	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
<b>Our Values</b>	Our values are the foundation of our culture and guide how we work together: <b>RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE</b>

### Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

### Position Purpose

The purpose of this role is to ensure the service provided to non GSP customers delivers on their needs. This role leads the account management of all non GSP customers and is accountable for building and maintaining strong customer relationships and delivering the baseline and project revenue growth targets.

The GM Customer Services & Solutions owns the transition of customers to the GSP and is responsible for building compelling business cases and providing governance of the transition projects.

This role also leads and develops customer solution design capability at CenITex to ensure timely delivery of proposals to our customers in line with the CenITex enterprise architecture.

This position promotes a customer-centric culture by ensuring the customer is at the centre of all activities.

### Key Accountabilities

- Strategically focussed and responsible for client satisfaction for all non-GSP customers. Accountable for the quality and profitability of services and solutions delivered to non-GSP customers.
- Provides authoritative advice and leadership to technology programs and strategies across non-GSP customers.
- Leader by example of excellence in cross team collaboration directing significant numbers of resources to work in alignment with customer needs across CenITex.
- Acts as escalation point for account team in resolving issues of prioritisation across virtual teams.
- Accountable for delivery of the baseline and project revenue growth target for non-GSP customers.
- Ensures operational stability of customer services to non-GSP customers.
- Capability of Customer Engagement solutions team to understand customer requirements and produce high quality proposals of a high standard with a fast turnaround.
- Positioning of the benefits of being on the GSP to drive access to the full range of CenITex services.
- Management of programmes of work to transition customers to the GSP.
- Performs the role of an account manager for one of the account teams.
- Drives a customer centric culture across CenITex to provide the level of service our customers expect.

- Develops strong understanding of the business of government and through this is able to assess implications of strategies and provide advice to CIOs.
- Communicates confidently at the highest levels in government, is highly trusted and frequently sought out by leaders across government for advice and guidance on technology. Responsible for end-to-end territory management including financial and risk analysis, client negotiation around financial and risk management, and the management of the account teams.
- Analyses cost data, assesses risk and makes sound business decisions and demonstrates the ability to balance quality and cost in negotiating resources and solutions.
- Closely manages and monitors portfolio performance of projects across accounts, particularly in relation to the development of strategies and processes, metrics, change management and communication.
- Effectively and proactively manages risk for high to very high risk projects. Gains a seat at the table on Program Control Boards for the largest and most critical customer projects.
- Provide inspirational leadership to virtual account teams to deliver on account strategies and to ensure timely, cost effective delivery of SLAs through well developed and managed service delivery plans.
- Coaches team members on client engagement to help with their development and to drive the optimal outcome for CenITex and the client.
- Accountable for the Alignment & Engagement survey result for the Shared Government Services team.
- Provide subject matter expert support to projects, operations and new services around delivery assurance and quality as required.
- Provide authoritative advice and guidance to executive leadership and peers regarding strategic delivery assurance and compliance issues.
- Participate in and play a key role in long-term strategic planning, building strong relationships and working collaboratively with internal/external stakeholders and customers to achieve objectives.
- Oversee the business operations of the branch (business planning, people, governance, finance and performance).
- Provide strong direction and leadership, ensuring clear strategic objectives are in place to guide the work of the branch and all programs and activities are effective.
- Foster a culture that appropriately models the vision, values and commitments; and ensure the safety, development and growth of employees within the branch.
- Any other duties as reasonably directed by CenITex.

### Key Selection Criteria

1. **Specialist Expertise and Experience**  
Substantial knowledge, capability and senior management experience working in the delivery of IT services to government and/or large complex organisations, with strong recognition as a leader in field of work.
2. **Leadership Skills**  
Significant track record in developing and leading high performance teams, with proven ability to motivate, inspire and align teams to strategic priorities.
3. **Stakeholder Management and Influence**  
Superior stakeholder management skills with the ability to credibly communicate, negotiate and influence strategic outcomes at the most senior levels.
4. **Strategic Planning**  
Strategic thinker and commercially astute, with an ability to plan and deliver business outcomes that advance the long-term interests of an organisation.
5. **Change Leadership**  
Demonstrated experience initiating and championing complex changes that deliver customer-focussed services and return on investment.

### Education and Qualifications

- Postgraduate tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.

### Skills & Competencies

- **Business Partnering** - Creates partnerships with stakeholders to achieve mutual objectives and strategy.
- **Change Leadership** - Creates and improves their work group so that it raises its performance over time in changing circumstances.
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success.
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs.

- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals.
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation.
- **Performance Management** - Ensures the appropriate performance of all direct reports over time.
- **Resource Management** - Manages all the equipment, materials, financials and human resources to meet the required output by the required time.
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it.
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term.
- **Strategic Insight** - Is attentive to the opportunities and threats of factors external to the organisation.
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

#### **Other Relevant Information**

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.