



The Springfield Anglican College

Position Description:

Information & Communication Technology (ICT) Manager

Appendix 2

Student Protection

Anglican schools support the rights of children and young people and are committed to ensure the safety, welfare, and wellbeing of students. Anglican schools are therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

1. Position Details

Position Title:	Information & Communication Technology (ICT) Manager
Location:	Secondary Campus (with whole of College responsibilities)
Status:	Full Time
Reports to:	Director of Business Operations
Direct Reports:	<ul style="list-style-type: none">▪ ICT Systems Engineer▪ ICT System Support Officer▪ ICT Helpdesk Officers
Last Reviewed:	April 2024

2. Qualifications

Academic Qualifications:	Degree in ICT /Business/ Commerce or a relevant discipline - <i>essential</i>
Working with Children Blue Card:	A Queensland Working with Children Blue Card is a mandatory requirement for this role
Experience:	Experience in an ICT Management role, preferably in an educational environment
Other:	Some out of hours work will be required, which has been taken into consideration in determining the remuneration level of this position



3. Position Purpose

Responsible to the Director of Business Operations, the ICT Manager will provide strategic guidance and leadership in the provision of high-quality information and communication technology services to the College. The incumbent will lead and develop staff in the provision of professional support to academic and administrative users to produce quality business outcomes. The ICT Manager will identify and specify hardware and software requirements for the infrastructure to ensure that information and communication systems meet user needs in line with approved business objectives.

Standards are to be maintained at the highest level, supporting the vision, values, and objectives of the College. In line with the organisational values, all responsibilities will be undertaken in a way that promotes ethical behaviour, quality service, a caring environment, and valuing people.

4. Statement of Senior Leadership and Management

The ICT Manager is accountable for strategic development of their portfolio:

- Provide strategic leadership and support for the Aims and Philosophy of the College
- Support the Anglican values and ethos of the College
- Lead and support staff to build a culture of excellence
- Identify and engage in professional learning for self and colleagues
- Continuously improve professional knowledge base
- Recognise and manage the accountabilities of their role
- Ensuring the Principal and Director of Business Operations is pro-actively kept informed of important matters on a 'needs to know' basis.
- All communications with colleagues and stakeholders must be of the highest professional standard, reflecting the seniority of this position and the stature of the College.

5. Domains of Professional Responsibility

The ICT Manager is responsible for meeting the following professional accountabilities:

Strategic Leadership:

- Lead and manage the College's strategic ICT vision, goals, and objectives.
- Contribute to the development of the College Council's Strategic ICT Plan and consequently implement, monitor, and evaluate the plan.
- Provide recommendations to the College Council through the Director of Business Operations for enhancing ICT growth opportunities and performance of the College.
- Lead and manage the ICT Department.



Operational Management:

- Ensure that the ICT framework provides for high quality administration, data retention, processes and support for quality teaching and learning outcomes.
- Lead and manage the development, implementation, evaluation, and continuous improvement of the College's ICT function.
- Develop, implement, and review ICT standards that meet and attempt to exceed recognised national benchmarks.
- Contribute to ensuring that the College's ongoing commercial operation occurs in an effective, efficient, and sustainable manner and which achieves the College's goals and objectives.
- In collaboration with the Director of Business Operations, develop and manage the ICT budget as approved by the College Council.
- Lead and role model a 'client focused' approach in the provision of ICT services to the College and the implementation of the ICT Strategic Plan.

Risk Management:

- Ensure that the College is not unreasonably exposed to ICT related risks which could significantly impact on its ongoing operation.
- Ensure the College's Duty of Care requirements relating to ICT use and administration are met and maintained.
- Contribute to the College's Risk Management Plan and Risk Management Register.
- Lead and model compliance with Workplace Health and Safety requirements, including risk management (e.g. guidelines of after-hours support and contractor management).
- Contribute to the review and update of ICT policies and procedures.

Service Delivery:

- Develop, implement, and manage accountability processes to evaluate the effectiveness of the College's ICT programs and service outcomes.
- Develop ICT practices that are consistent with and enable the realisation of the curriculum and educational goals of the College.
- In collaboration with specialist staff, develop and implement practices that ensure the ICT department meets all statutory compliance obligations.
- Develop and monitor annual performance indicators for program and practice effectiveness, in ICT development and service delivery across the organisation.

Staff Management:

- Ensure a staff profile with the appropriate and necessary skill mix is in place to achieve the ICT Strategic Plan goals and objectives.
- Contribute to the Professional Review and Development Program.
- Keep abreast of ICT trends, including those in the wider education sector community.
- Lead and manage the review and development of ICT staff.
- Manage staff underperformance in accordance with College policy.
- Encourage staff to enhance professional skills.
- Maintain confidentiality, as appropriate, through leadership of the ICT Department.
- Manage, in collaboration with Human Resources processes for College staff selection and induction.



ICT Facilities and Equipment Management:

- Ensure that appropriate and necessary hardware and software resources and services are maintained to a standard within approved financial parameters to support the College's goals and objectives.
- In collaboration with the Director of Business Operations, manage ICT capital projects and acquisition of capital equipment.
- Manage third party service contracts.
- In collaboration with the Director of Business Operations, develop, implement and manage a College ICT Strategy.

Professional Customer Service:

- Ensure that a professional customer focused service is provided to all stakeholders by attending to needs and enquiries in a positive and prompt manner.
- Promote the College in a positive manner.
- Work as a member of a team ensuring an efficient professional environment, assisting one another as necessary to ensure the smooth operation of the ICT Department.

Statutory Compliance:

- Ensure that the College adheres to all statutory compliance requirements.
- Keep up to date with relevant regulations and ensure that policies and procedures refer to the relevant regulations.
- Develop various professional resources and contacts to gain knowledge of changes in various regulations and legislation.

6. Domains of Professional Responsibility

The ICT Manager is responsible for meeting the following professional responsibilities. The professional responsibilities should be read within the context of the Statement of Leadership and Management, attached to this Position Description.

Student Protection - Commitment to the Protecting Children and Young People in Anglican Education Policy, Guidelines and Procedures and Child and Youth Risk Management Strategy

The College is committed to the safety and wellbeing of students enrolled at the school. In accordance with sections 171 and 172 of the Working with Children (Risk Management and Screening) Act 2000 (Qld), the College is committed to eliminating and minimising risks to child safety through the Child and Youth Risk Management Strategy. The ICT Manager will demonstrate a commitment to Child Protection, supporting the rights of children and young people and are committed to ensuring the safety, welfare, and wellbeing of students. The ICT Manager will model and encourage behaviour that upholds the dignity and protection of students from harm.

Commitment to the College Vision and Goals

The ICT Manager demonstrates a commitment to the College aims and philosophy in holistic education and supports the College's worship and value-based approaches.



Collaboration within the Learning Community

The ICT Manager contributes to the creation and maintenance of a collaborative and supportive learning community, upholding the values and standards of the learning community.

Leadership and Management:

The ICT Manager, in concert with the Executive Leadership Team, will contribute to the management and development of the College's educational philosophy and strategic vision, contributing to a culture of continuous review and improvement through the annual review of goals and achievements for the College. The ICT Manager will stay abreast of current market trends and issues likely to impact on the College's strategic goals.

Staff Leadership and Management:

The ICT Manager will lead and manage the College's information and communication technology strategy, allocating and managing resources, and providing leadership to staff, both individually and collectively. The ICT Manager will develop and maintain lines of communication with staff on all matters relevant to their roles. The ICT Manager will support the Professional Review and Learning Program.

Duty of Care

The ICT Systems Manager contributes to the College's duty of care for both staff and students by adhering to all requirements relating to the development of an environment which is free from the risk of injury, harm and/or disease as required by the Workplace Health and Safety and Child Protection Acts and relevant College policies and procedures.

Such other duties as may be required from time to time

All employees recognise and accept that multi-skilling is an essential component of employment with The Springfield Anglican College and that they may be required to undertake duties that are outside their normal position description but within their skills, competency, and capability.

Committees:

- Executive Leadership Team Advisory Committee
- Information Technology Steering Committee (Chair)

7. Selection Criteria/Competencies

The ICT Manager is a senior role in the College and the ability to exemplify professionalism and support other team members in providing excellent customer service is essential.

The ICT Manager will possess the following competencies, skills, qualifications, and experience:

Qualifications

- Degree in ICT/Business/Commerce or a relevant discipline

Technical Knowledge

- Knowledge of ICT systems design, development, implementation, and evaluation
- Knowledge of ICT trends and developments



Knowledge, Skills and Competencies

- Supportive of independent education and the Anglican ethos of the College
- Possess a current Queensland Working with Children Paid Blue Card
- Demonstrated successful strategic leadership and management of Information and Communication Technology in the independent education sector
- Demonstrated high order skills in staff leadership and management, resulting in the achievement of strategic vision and goals.
- Highly developed ICT development and management skills
- Demonstrated strategic planning skills
- Highly developed planning and operational skills
- High level operational management skills (budgeting, reporting and management of ICT service delivery preferably in a school environment)
- Demonstrated experience in management of a multisite ICT system
- Well-developed communication, negotiation and influencing skills
- Proven ability to show initiative and leadership as part of an effective and cohesive team within a busy work environment to ensure the continuous and efficient operation of the College
- Demonstrated high level written and verbal communication capabilities, along with advanced interpersonal skills that include a capacity to develop constructive professional relationships
- Ability to present and respond under pressure
- A strong understanding of compliance obligations within a Queensland school environment
- Actively seeks opportunities to establish appropriate professional networks and access information to keep abreast of changes in the business environment
- Demonstrated experience in a similar role
- Demonstrated capacity to lead and direct the work of others
- Demonstrated organisation skills, including the capacity to prioritise workflows
- Demonstrated high order capabilities in team building.
- Demonstrated experience in change management
- The ability to prioritise multiple demands

Personal Qualities

- Commercially astute
- Strategic thinker
- Vision
- A solutions focused approach
- Creative problem solver
- Desire to continuously learn and improve
- Comfortable working autonomously
- Responsive to the needs of the academic community
- Attention to detail
- Strong interpersonal and communication skills
- Maturity of judgement and discretion
- Reliable, responsible, and committed to providing all-round excellent support
- Integrity, diplomacy, and sensitivity in communicating with a wide range of internal and external stakeholders
- Adaptable under pressure



The Springfield Anglican College

Statement of Leadership and Management

The College believes that success as leaders and managers requires:

- A positive and proactive approach.
- Social competence, including empathy, interpersonal skills and the capacity to motivate others.
- The ability to delegate, encourage and empower others.
- The ability to use a variety of decision-making skills, seeking consensus through collaboration and consultation.
- The capacity to build positive and affirming relationships creating trust and harmony.
- The ability to coach, mentor and develop skills in other staff.
- The ability to communicate the vision and to generate ideas and strategies to support its implementation.
- An understanding of school culture and the ability to implement strategies that will support and enhance its development.
- A positive approach to reflective practice and continuing professional growth.
- Personal qualities including integrity, resilience, and good humour.
- The ability to manage stress and live a balanced life.

Effective leadership and management at the College will therefore involve:

- Modelling the College's Christian values in all areas of College community life.
- Developing and implementing leadership and management approaches that are valued by the College community.
- Generating ideas and strategies that enhance and support the implementation of the College's aims, philosophy, goals, and culture.
- Using decision making processes which include consultation and collaboration and consensus building.
- Developing policies and procedures that support the implementation of the strategic direction appropriate to each area.
- Reviewing policies and procedures regularly for improvement and to protect the College legally.
- Developing operational plans which support the implementation and regular review of the achievement of strategies and actions.
- Establishing a culture of reviewing outcomes, using student and staff data, evaluation feedback and client perceptions, to make informed decisions.
- Managing budgeting and resources to achieve the College's overall goals for program effectiveness.
- Creating and enabling teams to facilitate participation and develop leadership skills in others.
- Ensuring that the workplace is safe and secure for all staff and students.
- In concert with the Director of Business Operations, reporting annually to the Principal on the achievements of each area and future plans for development.



STATEMENT OF COMMITMENT

The following **statement of commitment to the safety and wellbeing of children and the protection of children from harm**, seeks to provide a foundation to reflect, encourage and support a child safe culture. The Statement is required to be implemented by all persons within The Springfield Anglican College, The Tiny Tartan Kindergarten and ABCC and Early Years ABCC.

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- *Every child: made in the image and likeness of God.*
- *Every child: loveable and loved, unique and unrepeatable.*
- *Outstanding education for the flourishing of people and the good of community.*

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- *place emphasis on genuine engagement with children and young people;*
- *create conditions that reduce the likelihood of harm to children and young people;*
- *create conditions that increase the likelihood of identifying harm where it exists; and*
- *respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.*

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

Source: Working with Children in Anglican Education Policy v1.0 (2020)

Steven Morris
Principal