

Position Description

Position Title: Manager – Technology and Business Improvement	Date: September 2018
Reports to: Chief Executive Officer	Location: Brisbane CBD
Department: AAMIG	Direct Reports: N/A

Position Purpose

AAM Investment Group is an Australian owned and operated provider of investment, asset management and consultancy services. We structure, operate and manage investments across agriculture, rural and commercial property and regionally based infrastructure, drawing on the team's knowledge and experience in these sectors to improve investment performance through operational and technological efficiencies and improved asset management.

Reporting to the Chief Executive Officer and working closely with senior management and staff, the Manager Technology and Business Improvement oversees the Business Improvements Program across the asset management and operational business. This includes the oversight of the end-to-end project management for business improvement projects that drive and improve business performance and enhance service delivery outcomes.

The Manager Technology and Business Improvement also supports the business through effective contract management for the provision of day-to-day technology services and IT infrastructure.

Key Responsibilities

- Technology**
- Set, maintain and implement ICT Strategy for the business;
 - Provide reporting as and when required;
 - Manage ICT related budgets and participate in forecasting;
 - Ensure appropriate DRP and BCP process are implemented and maintained;
 - Monitor and report on ICT compliance requirements in line with AAM Licensee business process obligations and Group corporate governance;
 - Develop and maintain Group ICT user policies;
 - Manage all internal and external stakeholders including C-suite relationships;
 - Manage the contract for the provision of technology services and IT infrastructure, monitoring contractor performance and ensuring that business systems and IT services are managed in accordance with business requirements.
- Business Improvements Program Management**
- Manage the delivery of the business improvement program through the effective use of resources, program and project management, business analysis and reporting;
 - Ensure the delivery of high quality as-sold solutions on time and within budget;
 - Work closely with various business units to identify opportunities for business improvement;
 - Assist business units with the development of rolling 12 month project roadmaps for the development of efficiencies through the implementation of improved systems and processes;
 - Drive program success by working with project managers/owners to monitor cost, schedule, quality and technical performance of projects;
 - Lead the redevelopment and ongoing maintenance of the AAMIG Intranet and Office365 records management system;
 - Manage the contracts for development, management and ongoing maintenance of the websites, software and hardware solutions;
 - Collaborate with the technical and operational teams to ensure business improvement project activities and requirements are delivered on time and in accordance with project scope;

- Promote the benefits realisation, assisting project managers/owners and collaborating with relevant business areas to coordinate business systems change, and successful transition to the operational environment;
- Facilitate solutions to complex business improvement project issues as required, to ensure project milestones are met;
- Develop and maintain effective relationships with a range of internal and external stakeholders, acting as the central point of contact for all business improvement projects, ensuring a high level of client and stakeholder engagement and managing stakeholder expectations and escalations;
- Monitor program performance against KPIs and milestone targets, and provide regular reports to senior management;
- Other duties as reasonably requested by senior management from time to time.
- Adhere to AAMIG's policies, values and Code of Conduct.

Qualifications	Experience
<p>Essential:</p> <ul style="list-style-type: none"> • Qualifications in Project Management or a relevant field • Strong background in ICT <p>Desirable:</p> <ul style="list-style-type: none"> • Agile certification • ICT certifications 	<ul style="list-style-type: none"> • ICT knowledge and experience • Experience with leading ICT Teams and Projects • Experienced in AGILE and WATERFALL methodologies • Extensive experience managing business improvement projects • Internal and External Stakeholder Management • Very strong communication skills • Experience with change management

Competencies and Skills
<ul style="list-style-type: none"> • Demonstrated ability to oversee and manage multiple projects simultaneously and drive project outcomes to meet KPIs and deadlines; • Excellent planning, prioritising and organisation, including the ability to show initiative and work effectively under pressure in a fast paced environment; • Strong interpersonal skills and ability to work well both individually, and collaboratively as part of a team; • Demonstrated high level communication skills with strong stakeholder engagement skills; • Excellent problem solving skills; • Knowledge of the agricultural industry highly regarded.

Key Relationships	
<p>Internal:</p> <ul style="list-style-type: none"> Senior Managers Finance Team Project Managers Operations Managers Other Head Office and Site based Staff 	<p>External:</p> <ul style="list-style-type: none"> Business Clients Legal Representatives Developers Local Councils Suppliers (Systems providers) Consultants and Contractors