



POSITION DESCRIPTION

Position	Chief Technology Officer
Key Relationships	Elected Officers, Senior Leadership Team
Salary range	Manager Level 3
Work Type	Full time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement
Direct Reports	2 - IT Co-ordinator (team of 8) and Records Coordinator (Team of 4)
Budget	TBA
Location	50 O'Dea Ave, Waterloo NSW 2017
Reports to	Chief Operating Officer
Team	Information Technology Services
Date created	21 January 2025
Last updated	

About the Association

The New South Wales Nurses and Midwives' Association (NSWNMA) is the registered union for all nurses and midwives in NSW. We represent the industrial interests of nurses and midwives employed in NSW in the public, private, aged care and primary healthcare sectors.

Our vision is to be a strong and influential union for our members. One that is respected as a contemporary leader in society for its innovation and achievements.

At NSWNMA, we are strongly committed to fostering a respectful and safe workplace culture that thrives on our values on collectivism, advocacy, innovation, integrity and courage.

About the team

The Information Technology (IT) Services team supports NSWNMA by ensuring that technology resources are utilised efficiently, securely and in line with the company's goals and objectives.

The Information and Records Management Centre (IRMC) is a service-focused team dedicated to delivering comprehensive information and records management services to staff, members and other stakeholders.

Purpose of the role

The Chief Technology Officer (CTO) is responsible for leading all aspects of the Association's technology management, and development including industry best practice cyber security systems. The role leads the IT team in ensuring the implementation of industry leading best practice standards and governance



frameworks, protecting privacy information, implementing information security policies & procedures to protect our membership data, the 'crown jewels' of the Association.

This is a leadership role to deliver a Technology strategic roadmap to ensure the Association's strategic outcomes are met.

Key Accountabilities

1. Provide vision, leadership and governance of the IT and Record Data Governance strategy roadmap to deliver the Association's strategic outcomes.
2. Lead the IT and Information Record teams with the longer-term goal of coaching, developing and empowering staff to step up as a high performing team.
3. Lead the Association in designing, procuring and managing technology resources, to meet internal and external stakeholders' needs.
4. Establish and implement best practices for monitoring cyber security to minimise the risk of data loss or tampering or broader "state actor" attacks.
5. Ensure the implementation, monitoring, and evaluation of relevant Information technology and Data management related policies, programmes, and governance.
6. Oversee the design, delivery and continuous improvement of the Association's CRM system to deliver superior members' experience.
7. Champion thought leadership in the integration of cutting-edge technology, standards, protocols and tools to comply with relevant legislations in a fast-evolving digital landscape.
8. Develop and maintain strong, effective working relations within the Association, Senior Leadership Team (SLT), and other key NSWNMA stakeholders and agencies.

Key Challenges

- One of the challenges and opportunities of this role is that it operates with a high level of autonomy and is expected to assess and determine the appropriate approach, from a strategic as well as operational perspective that will contribute optimally to the achievement of strategic organisational outcomes
- This role is also expected to exercise a high level of judgement, harnessing opportunities to make relevant and timely recommendations to the SLT and Elected Officers.
- Deliver contemporary technology systems of practice in an organisation that continues to experience a high membership growth.

Qualifications

Essential

- Tertiary qualifications in an ICT related discipline.

Knowledge and Experience

Essential

- Extensive knowledge and experience of contemporary service standards, practices, and developments.
- Strong and recent success in interpreting business needs and change management, technology and market trends and overseeing and managing the delivery of cross discipline technology projects, including records management.
- Highly desirable experience in a member based organized and/or maintaining CRM systems in a complex environment.



- Act as a change agent when delivering contemporary all technology systems of practice in an organisation that continues to experience a high membership growth.

Skills

Essential

- Proven ability to lead teams in the delivery of quality and fit-for-purpose customer-centric technology solutions.
- The ability to coach, empower staff to create a high performing team.
- Strong organizational and project management skills; The ability to manage competing priorities and provide consistently high levels of support, given heavy workloads and short deadlines.
- Strong stakeholder engagement skills: The ability to maintain effective working relations within a range of internal and external stakeholders.
- Strong analytical and decision-making skills.

Other

Commitment to the union movement and the values of the organisation.