Position Description

Name:
Vacant

Title:
Head of Data & Innovation

Reports to:
Chief Information Officer

Location:
Hobart or Launceston

Role Purpose

Your number one aim in this role is to maximise the value of the Bank's data, information and emerging technologies to improve customer outcomes, support informed decision-making and drive organisational performance, in turn positioning us as the Bank of choice for all Tasmanians.

Key to your success will be your ability to lead enterprise data, analytics, artificial intelligence, business improvement and innovation capability, translate insights and emerging technology into practical improvement, present compelling business recommendations at an Executive and Board level, and build strong mutually beneficial relationships at all levels across the organisation and externally.

Skills we are looking for

- Strong leadership capability and capacity to positively influence and shape organisational culture.
- Strong strategic thinking, commercial judgement and ability to translate complex information into practical business outcomes.
- Strong understanding of data governance, information management, analytics, AI adoption, innovation and business improvement practices.
- Ability to identify and prioritise opportunities that improve customer outcomes, productivity, decision-making and organisational performance.
- Highly effective stakeholder engagement, influencing and communication skills, including the ability to present clear recommendations to senior leaders.
- Strong analytical and problem-solving capability, with a focus on practical solutions and measurable improvement.
- Ability to prioritise competing initiatives, make clear decisions and deliver outcomes in a dynamic environment.
- Customer centric mindset balanced with risk awareness and commercial discipline.

Personal Qualities we are looking for

- A customer centric approach and commitment to providing exceptional service.
- Resilience and commitment to achieve quality outcomes for the business and customers by overcoming challenges, learning from feedback, and striving for continuous improvement.
- A commitment to being a team player, e.g. leading by example.
- Self-motivation and an ability to work with autonomy.
- Strong problem solving and decision-making skills.
- The ability to be an innovative, creative and lateral thinker, with a solutions-based approach to problem solving.
- A high level of personal integrity and discretion with working with confidential information.
- Willingness and ability to acquire new skills and knowledge.
- Strong set of personal and business values which complement the organisation's culture, values and behaviours of Live it, Love it, Own it.

To succeed you will have (to be addressed as part of the application)

Experience

- Senior leadership experience in data, analytics, technology, transformation, business improvement or innovation functions at a Chief or Head of level, with a proven track record achieving results.
- Demonstrated experience developing & executing strategy/roadmaps/capability uplift plans.
- Experience establishing or maturing data governance, data quality, information management or analytics capability.
- Experience leading cross-functional initiatives that improve productivity, customer outcomes, employee experience or business performance.
- Experience working with technology platforms, reporting environments, AI-enabled tools or emerging technology adoption.
- Strong experience building productive relationships with executives, senior leaders, business teams, vendors and professional advisers.
- Previous experience in the banking/finance industry (desirable).

Qualifications & Licenses

- Relevant tertiary qualifications in data, technology, business, analytics, innovation, management or a related discipline.
- Hold and maintain a current Drivers' license (intrastate travel is required).

Key Relationships

Direct Reports

- Future Data & Innovation roles as implemented over time (TBC).

Internal Relationships

- Executive Leadership Team
- Heads of Leadership Team
- CIO Team
- Risk & Compliance teams
- Project Management Office Team
- All Staff

External Relationships

- External service providers, vendors and suppliers.
- Other financial services institutions
- Industry contacts and professionals
- Auditors and advisors

Key Responsibilities

Strategy

In conjunction with the Chief Information Officer, develop, manage and oversee data, analytics, AI and innovation strategies that support Bank of us strategic objectives and future operating requirements.

- Develop, implement and improve data, analytics, AI and innovation strategies, with a strong eye to future operating requirements and sustainable growth.
- Maintain a clear roadmap for data, insight, innovation and productivity initiatives aligned to corporate strategy.
- Establish data as an enterprise asset that supports better customer insight, decision-making and business performance.
- Identify and prioritise opportunities to improve productivity, customer outcomes and organisational performance through data, automation, AI and process improvement.
- Evaluate emerging technologies and innovation opportunities that could provide customer, commercial or operational benefit.
- Plan, track and communicate results in relation to strategy outcomes.
- Engage key stakeholders to ensure input, buy-in and clear ownership of priorities.
- Ensure clear communication and transparency in the strategy development and execution process to ensure alignment and understanding across the organisation.

Success looks like:

- Strategic objectives are achieved.
- Data, AI and innovation initiatives align with corporate strategy.
- Customer, productivity and business performance benefits are identified and measured.
- Continual process innovation and improvement evident.

People

Effectively lead, coach and develop the people within the Data & Innovation function, whilst fostering a culture of achievement, including a personal commitment to being a values-based leader who demonstrates behaviours consistent with the organisation's values.

- Build and lead a capable, trusted and commercially focused Data & Innovation function.
- Coach, develop and support team members in line with organisational and team goals.
- Ensure the team is capable and supported in their efforts to meet the organisation's and team's goals and objectives, provide outstanding levels of customer service, and implement sound staff management practices, including workflow planning and resource allocation (human and financial).
- Develop internal capability in data, analytics, AI literacy, innovation and continuous improvement.
- Create a working environment which fosters an achievement culture in which people can focus on meeting productivity, quality and service levels.
- Promote responsible experimentation, continuous improvement and knowledge sharing across the organisation.
- Support the multi-skilling of staff and career path planning, and recognise and reward team members for their contributions and achievements.
- Work with People & Culture to support capability uplift, career pathways and learning initiatives where required.

Success looks like:

- Staff engagement and culture survey measures
- Sound management and staff progression occurs.
- 360-degree leadership performance feedback.
- Evidence of continuous improvement and capability uplift.
- Personal behaviours aligned to Live it, Love it, Own it.

Customer

Lead the Data & Innovation function to deliver customer centric, reliable and value-adding data, insight and improvement services across the organisation, aligned with Bank of us Strategy.

- Work collaboratively with business areas to understand needs, challenges and improvement opportunities.
- Improve access to trusted information and useful insights that support decision-making and customer outcomes.
- Support business leaders to identify, prioritise and deliver improvement initiatives that improve customer experience, employee experience or operational efficiency.
- Provide practical advice on data, analytics, AI and innovation opportunities that affect customers, members or employees.
- Build and maintain strong mutually beneficial relationships with internal teams, third parties and vendors.
- Ensure service expectations are clear, understood and monitored.
- Nurture and develop a customer centric culture which seeks to strengthen relationships across the organisation.
- Ensure cross-functional involvement and engagement with stakeholders to support organisational projects.
- Follow Bank of us procedures to effectively handle customer issues and complaints.

Success looks like:

- Service Level Agreements met.
- Internal Customer Satisfaction Survey Results.
- Stakeholders have access to useful and trusted information.
- Improvement initiatives support better customer and employee outcomes.
- Business areas are supported to make better decisions.

Key Responsibilities

Business

Drive the direction, growth and maturity of data, analytics, AI, innovation and business improvement capability across the organisation, while role modelling practical and effective ways of working.

- Lead the design and improvement of practical data governance, data ownership, data quality, classification, retention and lifecycle practices.
- Lead the development and operation of analytics and reporting capabilities that provide reliable information for business decisions.
- Provide leadership for data migration, data quality, archival and information management activities associated with major transformation programs.
- Support the selection, establishment and ongoing improvement of data and analytics platforms.
- Establish practical AI governance, acceptable use guidance and adoption support so that AI is used safely and responsibly.
- Develop and maintain an enterprise approach to business improvement, including a prioritised pipeline of innovation, productivity and process improvement opportunities.
- Support benefits realisation by helping define measures, track outcomes and use insights to inform decisions.
- Ensure innovation activity is disciplined, value-focused and connected to customer, commercial and operational outcomes.
- Manage relevant vendor and adviser relationships to ensure services are effective, commercially appropriate and aligned to Bank of us expectations.
- Ensure budgets, resources and priorities are managed effectively.
- Develop and maximise industry connections.

Success Looks like:

- Functional plans and KPIs are met.
- Data and analytics capability improves over time.
- AI and innovation initiatives are governed and value-focused.
- Business improvement opportunities are identified, prioritised and delivered.
- Productivity, customer and business performance outcomes are measured.

Risk, Values, Behaviours

Ensure that all aspects of the role and administration within the team are carried out in accordance with Bank of us vision, values, behaviours, policies and procedures and comply with relevant State and Federal legislation.

- Promote a strong risk culture by identifying, assessing and managing data, information, AI, privacy and operational risks within role scope.
- Ensure data, analytics and AI practices are consistent with relevant policies, procedures, risk appetite and regulatory obligations.
- Support audit, assurance and compliance activities relating to data, information management, analytics or AI where required.
- Contribute to maintaining Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements such as statutory, legal, and ethical obligations and maintain an up-to-date knowledge of Bank of us policies, procedures, products, and services (e.g., Code of Conduct, WHS, Privacy, Anti-Money Laundering etc.).

Success looks like:

- Risk, Values and Behaviours as per P2S.
- Risk and compliance requirements are achieved.
- Data and AI practices operate within policy.
- Audit and assurance actions are addressed in a timely manner.

Other:

- Undertake any other reasonable duties as directed by the Chief Information Officer from time to time.

Employee's Signature		Date		Leader's Signature		Date	

Bank of us.

Tasmania | Community | Customer