

STATEMENT OF ACCOUNTABILITY

Team Leader

Information Services Group

TEAM	Information Services Group (ISG)
POSITION TITLE	Team Leader
REPORTS TO	Manager – ISG Leadership Team

OUR TEAM ACCOUNTABILITY

As a member of ISG, this role has shared accountability for:

- **Engaging** the ISG team, the Canterbury District Health Board, the West Coast District Health Board (WCDHB) and our health systems to build trust, common understanding and ownership.
- **Growing** the understanding and engagement of your ISG team with the vision and goals for the Canterbury and West Coast health systems.
- **Ensuring** clarity of ISG purpose through developing clear direction, planning, alignment and priority with the Canterbury Health System Strategy
- **Leading** your team, making sure all team members know their roles, accountabilities and responsibilities.
- **Building** the ISG service capability to make it happen and the process capability to do it effectively and efficiently.
- **Communicating**, in order that within the ISG team, the wider Canterbury DHB, West Coast DHB and our health partners, everyone remains aligned with and informed about our plans, priority and progress.

These accountabilities will be exercised in support of a drive to perfect service excellence through work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, while remaining aligned to the Canterbury Health System strategy.

This will enable a model that provides a flexibility and scalability within ISG to help accelerate the transformational activity that is required by the business to deliver on the vision for our health systems.

MY ROLE RESPONSIBILITY

The Team Leader is responsible for working with the ISG team to provide a level of service excellence across all Information and Communication Technology [ICT] solutions whilst maintaining the development and delivery of the ISG work plan.

In assuming this responsibility, the role enables the Team Leader to be an effective and valued partner of the business and supports the business to achieve its goals.

Specifically the role is responsible for:

- Manage the operations you are responsible for to ensure high quality, consistent and effective service
- Ensure resources are allocated effectively based on the prioritisation of work requests and requirements, (including Cross-functional teams).

- Monitor and review the quality of service provided by compiling and providing metrics reports
- Implement service improvement plans where required.
- Develop and maintain administration procedures, knowledge articles and documentation
- Provide guidance, instruction, direction and leadership to motivate your team
- Maintain individual team professional development and training plans, ensuring that reviews are completed in line with the CDHB People and Capability [P&C] policies and procedures
- Provide services which are focussed on anticipating and exceeding customer expectations
- Ensure team members liaise with customers to assist them with optimising the use of application software to improve users' productivity, clinical productivity and patient convenience.
- Manage the request queues to provide a timely response to customers
- Monitor financial expenditure against budgets and escalate issues if it is estimated to be exceeded

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- Display self-knowledge
- Build relationships and mobilise support
- Build relationships with resources at all levels
- Be customer focussed and committed to quality outcomes
- Have highly developed interpersonal, leadership, communication and negotiating skills
- Be committed to teamwork and have the ability to initiate and facilitate open communication with staff
- Have the ability to embrace, anticipate and manage change
- Strong written and verbal communication
- Problem solving
- Planning, prioritisation and organisation skills

MY EXPERIENCE

- At least 7+ years IT Industry experience
- Experience in managing teams
- Experience in day-to-day task management and co-ordination of activities within a project environment
- Experience working in a large organisation and/or in a pressured and ever-changing environment
- Knowledge of Health environments would be preferable

QUALIFICATIONS

- A tertiary level qualification in Business, Science, Information Services, Engineering or related field is preferable

MY RELATIONSHIPS TO NURTURE

Internal

- CDHB ISG Leadership Team
- CDHB ISG Team Leads
- CDHB ISG Team Members
- WCDHB ISG Team
- CDHB Managers
- CDHB Employees

External

- Software vendors
- Associated organisations
- ICT Infrastructure vendors
- Pegasus Health

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:

- **Look:** It's everyone's responsibly to be on the lookout for risks.
- **Make the right choice:** If you see a risk, either fix it yourself if that's the right thing to do, or speak up so someone else can. If you're not sure what to do look at the relevant policy and procedure.

Through working together, we can look after ourselves and those around us.