

Position:	Head of Technology & Digital
Reporting to:	General Manager, Enterprise Strategy and Business Transformation
Sub-business unit:	Information Technology
Direct reports:	Technology service, platform, applications, data and delivery leaders
Award/agreement:	Non-Award
Date reviewed:	September 2026

Position Purpose

The Head of Technology & Digital is accountable for the leadership, performance and strategic direction of Aspect's technology function. The role ensures core technology services operate reliably and securely while leading the modernisation of enterprise platforms, data capability, cyber security and the technology operating model.

The role partners with Executive leaders and business owners to translate organisational priorities into an integrated, prioritised and affordable technology roadmap. It balances service continuity, risk, architecture, delivery capacity, adoption and measurable business value, with clear accountability for technology operations, investment, vendors and people leadership.

Key Accountabilities

1. Technology strategy, governance and executive leadership

- Develop and execute a multi-year technology strategy and roadmap aligned with Aspect's organisational strategy and service priorities.
- Provide timely, practical and evidence-based technology advice to the Executive Team, Board and senior leaders.
- Establish clear decision rights, governance standards and accountabilities for technology services, platforms, data, cyber security, architecture and investment.
- Lead medium and long-term technology planning, including investment sequencing, capability requirements, technical debt and emerging technology.

- Create a customer-focused technology function that is transparent about performance, priorities, risks, trade-offs and value.

2. IT service management, support and workplace technology

- Own the service management operating model and ensure technology services meet agreed business needs and service levels.
- Lead the Workplace Technology and IT support functions through clear structure, priorities, performance measures, coaching and continuous improvement.
- Ensure effective incident, request, problem, change, knowledge and major incident management processes, aligned to appropriate industry practice.
- Provide executive oversight of escalated technical issues, service recovery, root-cause action and vendor coordination.
- Ensure current documentation, procedures, service catalogues and knowledge articles support efficient delivery and appropriate self-service.
- Build regular customer engagement and service review rhythms to understand experience, resolve systemic issues and improve customer success.
- Lead the introduction and adoption of new technology processes and services in partnership with transformation, change and business leaders.

3. Infrastructure, networks, endpoint and workplace environments

- Ensure corporate infrastructure, networks, cloud services, meeting-room technology and workplace systems are stable, secure, performant and fit for purpose.
- Oversee endpoint management, including Microsoft Intune, Windows administration, device configuration, patching, support and compliance.
- Own the technology asset lifecycle across procurement, deployment, maintenance, refresh and secure decommissioning.
- Ensure physical technology assets, audio-visual equipment, workstations, peripherals and shared resources are managed effectively across Aspect locations.
- Oversee infrastructure and service expenditure within approved budgets and ensure operational investments are supported by clear need and lifecycle plans.
- Ensure business continuity, disaster recovery, resilience and service restoration arrangements are documented, tested and improved.

4. Identity, access, cyber security and technology risk

- Be accountable for Aspect's cyber security posture and ensure cyber, privacy and technology risks are identified, prioritised, controlled and reported.
- Oversee identity and access management, including provisioning, deprovisioning, access reviews and alignment with role-based access controls and organisational policies.
- Ensure effective access management across approved enterprise technologies and cloud environments.

- Promote cyber and technology awareness and capability throughout the organisation.
- Embed security-by-design, privacy-by-design, risk assessment and control assurance in technology operations and change delivery.
- Ensure material incidents, control gaps and risk acceptances are escalated through the appropriate governance forums.

5. Enterprise applications, platforms, architecture and data

- Provide accountable leadership for Aspect's enterprise application and platform portfolio, including Salesforce, enterprise systems, service platforms, collaboration tools and associated integrations.
- Establish explicit platform ownership, product roadmaps, architecture standards, support models, lifecycle plans and vendor accountability.
- Lead enterprise architecture and integration governance to reduce duplication, improve interoperability and avoid short-term solutions that create long-term cost or risk.
- Lead data governance and technology enablement in partnership with business data owners and stewards.
- Guide the responsible assessment and adoption of AI and emerging technologies, supported by clear use cases, controls, architecture and business ownership.
- Drive application and technology rationalisation, simplification and technical debt reduction.

6. Portfolio, program delivery and value realisation

- Own the enterprise technology portfolio and establish a single, transparent view of initiatives, operational demand, risks, dependencies, capacity, costs and decisions.
- Implement disciplined demand intake, prioritisation, sequencing and governance, requiring explicit trade-offs when new work is introduced.
- Ensure major technology initiatives have defined business sponsorship, outcomes, architecture, total cost, delivery capacity, change approach and benefit measures before investment.
- Oversee delivery performance, quality, adoption, benefits and post-implementation outcomes across multiple projects and workstreams.
- Intervene early when initiatives are off track and recommend evidence-based decisions to proceed, pause, reshape or stop work.
- Partner with business owners to ensure technology delivery results in sustained changes to practice and measurable value, not only technical completion.

7. Vendor, commercial, software and licence management

- Lead strategic technology vendor relationships, contracts, procurement and performance management.
- Establish effective contract, software and licence management processes, including controlled requests, approvals, deployment, renewals and compliance.

- Coordinate with Finance on technology budgeting, billing, procurement, commitments, renewals and forecasting.
- Optimise licensing and service arrangements for cost efficiency, service quality, risk management and organisational value.
- Ensure vendor obligations, service levels, knowledge transfer, transition requirements and concentration risks are visible and actively managed.
- Evaluate new solutions through disciplined business, architecture, security, cost and implementation assessment.

8. Financial, workforce and people leadership

- Develop and manage technology operating and investment budgets, forecasts and workforce plans with clear visibility of committed, discretionary and project expenditure.
- Build, lead and develop a high-performing, collaborative and accountable technology team across internal, partner, onshore and offshore resources.
- Provide clear goals, decision rights, performance expectations, coaching, succession planning and capability development.
- Ensure the most effective use of team skills and capacity, balancing operational support, risk reduction and strategic delivery.
- Promote a culture of service, inclusion, safety, continuous improvement, learning and high performance.
- Maintain contemporary knowledge of Aspect's needs, external trends and good practice, and translate this into practical improvement.

9. Stakeholder partnership and organisational change

- Build trusted relationships with Executive leaders, service leaders, schools, corporate functions and frontline teams.
- Translate complex technology issues into clear business implications, options, risks and recommendations.
- Provide guidance to leaders and managers on initiatives of strategic significance and ensure technology dependencies are understood early.
- Partner with change, communications, learning and business owners to ensure readiness, adoption and sustained outcomes.
- Create transparent communication routines for service performance, portfolio status, cyber risk, key decisions and upcoming change.

Work, health and safety- Take reasonable care for own health and safety and comply with any reasonable instruction that is given by Aspect and support team members to do the same. Report unsafe conditions or practices, and make suggestions to management on improving work, health & safety at Aspect.

Safeguarding the people we support - Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. The Head of Technology is expected to:

- Follow safeguarding requirements in Aspect's policies and Code of Conduct.
- Complete mandatory training and apply it in day-to-day leadership and decision-making.

- Remain vigilant to signs of abuse, neglect or exploitation and escalate or report concerns.
- Escalate practices that deviate from policy or procedure.
- Ensure technology services, access controls, suppliers and change activities support safe and respectful service delivery.

Essential requirements

Attributes

- Strategic and systems thinker
- Pragmatic and outcome-focused
- Visible and accountable leader
- Customer and service oriented
- Commercially and financially astute
- Calm under pressure
- Inclusive and collaborative
- Evidence-based decision-maker
- Clear and influential communicator
- Comfortable with ambiguity and change
- Strong risk judgement
- Committed to continuous improvement

Knowledge & Experience

- Significant senior leadership experience across enterprise technology, IT operations, digital platforms or information systems in a complex organisation.
- Demonstrated experience developing and executing technology strategy, operating models and multi-year roadmaps.
- Strong working knowledge of IT service management, cloud and infrastructure, enterprise applications, cyber security, identity and access, data governance and enterprise architecture.
- Experience leading technology portfolios, major initiatives, vendors, commercial arrangements, budgets and multidisciplinary teams.
- Demonstrated ability to improve service reliability and customer experience while delivering transformation and managing material operational risk.
- Proven ability to influence Executives and Boards and communicate complex issues as clear decisions, implications and trade-offs.
- Strong commercial, financial, governance and risk acumen.
- Experience in human services, education, health, disability, not-for-profit or similarly complex service environments is desirable.

Clearances

- Current driver's licence, ability and willingness to travel to Aspect's sites.
- Working with Children Check clearance (or ability to obtain).
- National Police Clearance (or ability to obtain).
- International Police Check (IPC), if relevant.

- NDIS Worker Screening Check (or ability to obtain)