# Position Details

## Administrative Services- CSOF6

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| The following information is for applicants | |
| Advertised Job Title | **Digital Delivery Assurance Manager** |
| Job Reference | 100697 |
| Tenure | Full time, Indefinite |
| Salary Range | AU$131,113 to AU$153,639 pa (pro-rata for part-time) + up to 15.4% super |
| Location(s) | Brisbane preferred. Although any major city with a CSIRO presence will be considered |
| Relocation Assistance | No |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Executive Manager, Digital Portfolio Office (Based at CSIRO Dutton Park) |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Jonathan Smith [Jonathan.smith@csiro.au](mailto:Jonathan.smith@csiro.au)  +61 405 654 050 | [Connect via LinkedIn](https://www.linkedin.com/in/jonathan-smith-qld) |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

The Digital Office (DO) is an enterprise unit led by the Chief Digital Office. The DO fosters a coordinated, enterprise-wide approach to strengthening how we manage and leverage data and digital capabilities – supporting greater efficiency, effectiveness, innovation, and scientific integrity.

Within the DO, the Digital Portfolio Office (DPO), plays a key role providing portfolio and program governance and advisory services for digital transformation initiatives. The DPO team supports the achievement of the digital portfolio's strategic goals and advances CSIRO's digital outcomes.

As the Digital Delivery Assurance Manager, reporting to the Executive Manager - DPO, you will be responsible for the implementation of a Digital Delivery Framework across the strategic programs within the portfolio. You will oversee program-level initiatives to assure compliance with the Digital Delivery Framework, while supporting their design and execution on behalf of the Digital Steering Committee (DSC) which oversees the digital portfolio, with support from several Program Boards.

You will collaborate closely with the programs within the Digital Portfolio. Your role will involve defining and implementing practices, processes, and assurance measures to drive effective portfolio operations. Leveraging your expertise in stakeholder management and Project/Program Management (PPM), you will enhance program maturity, maintain high-quality standards, and ensure comprehensive documentation. You will champion change assurance, risk management, and benefits realisation while fostering transparency, open communication, and inclusive decision-making to build meaningful relationships across the portfolio.

You will be supporting Program teams and the DO, with a PPM tool in use across the Portfolio. With your experience in Delivery Governance, Frameworks and Assurance, you will not only train and support users, but you will also obtain feedback and provide improvement recommendations.

**Duties and Key Result Areas**

* Work directly with Program Managers within the digital portfolio to implement and ensure adoption of and adherence to the Digital Delivery Framework, and associated Project Delivery Frameworks, aiming to advance the portfolio's maturity and success.
* Work with DPO & DO leadership to develop and execute tailored strategies and approaches to meet DSC directives, supporting the portfolio beyond traditional governance frameworks.
* Contribute to the design and implementation of portfolio tools and reporting dashboards, ensuring they support decision-making and validate data for accuracy and timeliness across key metrics.
* Drawing on your expertise in project and program management, you will actively review program data to ensure the production of high-quality documentation and artifacts that drive informed decision-making by the DSC and Program Boards.
* Partner with Program leadership, Project Management Offices, Information Management & Technology, Strategy and other relevant stakeholder groups to identify opportunities to uplift existing frameworks and practices to ensure success and maturity of the Digital Portfolio.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Tertiary qualification in relevant field (for example: Portfolio, Program and Project Management Offices (P3O) – Practitioner, MSP) Or relevant experience in similar roles delivering demonstrable impact and change
2. Extensive experience in managing digital projects and programs within large, complex organisations.
3. Demonstrated ability to build and maintain strong, productive relationships with key stakeholders across various levels of the organisation.
4. Ability to effectively influence and negotiate with stakeholders to achieve desired outcomes, even without direct authority. This includes the capacity to understand stakeholder needs, align interests, and drive consensus. Understanding of budgeting, financial forecasting, and cost management to support reporting of program financials across the digital portfolio.
5. Ability to analyse data and metrics to make informed decisions and drive improvements in project performance.
6. Capacity to identify issues, develop solutions, and make decisions to overcome challenges and ensure project success.
7. Flexibility to adapt to changing priorities, new technologies, and evolving project requirements in a dynamic digital environment.
8. Strong verbal and written communication skills to effectively convey information, facilitate discussions, and produce clear documentation.
9. The ability to operate in an ambiguous, evolving environment where processes and practices are still being developed.

## **Desirable**

1. A formal certification in Prosci Change Management and Axelos Managing Successful Programs would be beneficial, or a willingness to obtain them.

## **Required Competencies**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas.
* **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and <https://my.csiro.au/OrgInfo/Structure/Support/Digital-office> for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted