



Tauranga City

Job description

Title	Manager of Digital Solutions
Number	9IT261 / 100828
Group	Chief Operating & Financial Office
Division	Digital Services
Reports to	Chief Digital Officer
Direct reports	Deliver Manager – Initiatives, Delivery Manager – Initiatives, Digital Programme Assurance Manager
Date	03/05/2022

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

This role is critical to delivering Tauranga City Council's long-term plan by providing digitally enabled services that improve community outcomes, resilience, and trust. The Manager of Digital Solutions ensures that investment in digital technologies delivers measurable value across customer experience, operational efficiency, regulatory compliance, and environmental sustainability.

This role leads the end-to-end delivery of digital products and platforms, ensuring alignment to organisational strategy, customer needs, and public value outcomes.

The role is accountable for creating a high-performing digital delivery function that:

- Delivers measurable business and community outcomes
- Enables data-driven decision making
- Improves customer and citizen experience
- Ensures resilience, security, and sustainability of core platforms

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The role partners with executive leadership, elected members, and external stakeholders to translate strategic intent into prioritised, funded, and delivered digital initiatives.

Operating in a fast-growing city, this role balances innovation with stewardship, ensuring scalable, secure, and equitable digital services for all Tauranga communities.

Key outcomes

Create a team and culture that is high performance	• Set clear guidelines and strategic objectives for the Digital Solutions teams. • Establish and sustain an environment that enables self-forming and managing teams to flourish. • Establish and sustain an environment where the behaviours of a high-performance team are set, modelled and embedded. • Establish and sustain an environment where our people are empowered to achieve their individual goals and can collaborate to achieve our organisational goals. • Establish and sustain an environment where agile and matrix methodologies are the foundation of the teams' behaviours, processes and rituals – embed and scale across the organisation
Form part of a high-performance leadership team for Digital Services and the wider organisation	• Live the principles of a high performance and collaborative leadership team for Digital Services. • Model these principles and behaviours for the wider organisation. • Provide investment advice using structured business cases and benefits realisation frameworks • Support governance forums with clear, data-driven insights and risk-based recommendations
Co-lead and promote various projects and processes relating to Digital Services.	• Co-lead the development and implementation of the Council's Digital strategy and budget.

	• Ensure that strategies support the Council's operational objectives including ongoing development in response to fast changing operational expectations. • Promote a safe and healthy workforce and ensure Digital health, safety and well-being policies and procedures are embedded across the activity and organisation and aligned with current legislation, regulations, and good practice.
Provide guidance and leadership for digital initiatives and activities.	• Provide expert professional advice, guidance, leadership and governance to internal and external stakeholders of Digital related initiatives and activities. • Support and facilitate governance and senior leadership to understand how digital can enable them to achieve their goals and/or the risks that they may be exposed to by the same digital ecosystem. • Oversee condition of digital risks, KPI's initiatives, value streams, budgets, partners and our people to ensure we achieve our goals.
Customer and Core platforms	• Deliver customer centric solutions that ensure TCC achieve its vision and purpose • Embed the principles of: ▪ Start with why ▪ The new normal ▪ Reconsider risks ▪ Learn first/govern second ▪ Security is day zero ▪ Loose coupling • Through the application of modern practices and tools, transform the core and customer platforms to achieve our strategic goals • Maximise our historic technology investments to deliver digital and customer centric solutions • Work closely with the Digital Platforms Technical Support Manager, so that they can maintain lifecycle upgrades to core systems – providing technical input and

	team resources in line with capacity and capability modelling.
Financial Management and Reporting	• Manage budget for the Digital Solutions team including forecasting, accruals, and allocations • Regular status reporting including but not limited to budget, project and support status, resources to the CDO • Drive value-for-money outcomes through vendor management, sourcing strategies, and contract optimisation • Track ROI and benefits realisation across digital investments • Provide support for the Digital Programme Assurance Manager and the Commercial and Special Projects Lead when required
Quality Assurance and Process Improvement	Maintain quality standards and strive for best practice by ensuring: • Best practice analysis, design and development methods are employed by the team. • Robust testing processes and overall quality of software/applications • Common component development, reusability, configuration management, release management and documentation • Opportunities for portfolio and technology rationalisation are identified to ensure a standard footprint across the portfolio • Consistent processes for support and development including time tracking, task allocation, backup and succession planning, training and mentoring.
Compliance	Provide solutions that comply with organisational standards and processes including compliance with: • All local and national regulations • ICT Governance and PMO processes; • Enterprise Architecture requirements; • Service and Operations standards. Ensure that audits are undertaken and any that resulting mitigations are implemented swiftly.
Digital Strategy and Delivery	• Translate strategy into prioritised roadmaps aligned to funding constraints and growth demands

	• Apply product lifecycle management principles (plan, build, run, retire) • Embed Dev/SecOps and continuous delivery practices
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The job description is not an exhaustive list of requirements; the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• Degree-level tertiary qualification with preferably a postgraduate qualification in a relevant discipline, or an MBA Digital. • 10+ Years in a similar role supporting enterprise-scale ERP – specifically a modern SAP (S4/Hana – RISE) platform • Experience in digital delivery frameworks (e.g. Agile, Waterfall, hybrid). • Understanding of ICT management frameworks and standards (ITIL) • Skilled in programme/portfolio management • Proven experience in a senior digital role. • Strong leadership and team development skills • Strong interpersonal and communication skills; Strong negotiation skills and an ability to influence • Experience delivering digital transformation in complex, multi-stakeholder environments • Strong commercial acumen and vendor management experience • Experience embedding DevOps, cloud platforms, and modern architecture patterns • Good understanding of software and hardware architecture • Demonstrated analysis and problem-solving skills and the ability to develop, deploy and maintain processes and methodologies • Excellent oral and written communication skills and the ability to clearly articulate to all project members and stakeholders • Experience working with elected officials or governance boards (important for TCC) • Experience within Local Government or a similarly complex operating environment.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections