

Digital Program Lead

Group	Digital Business
Department	Digital Delivery
Job Family	Projects
Classification	Senior Officer
Approved by	Head of Digital Delivery
Date	August 2025
Position Purpose	The Digital Program Lead is responsible for establishing and maintaining program governance frameworks, driving strategic reporting and insights, optimising resource allocation, managing dependencies, facilitating Program Increment (PI) planning activities, and leading continuous improvement initiatives to enhance organisational digital delivery capabilities.

Organisational Context

Recognising the challenges of climate change, population growth, rapid technological advancement, and economic transition, we are shifting our mindset from a water utility to a leader of the region's prosperity.

Our vision for regional prosperity not only encompasses economic, social, and environmental elements, but also recreational and cultural elements, including enhancing Aboriginal values.



Digital Business Group

The Digital Business Group makes Digital work for our Colleagues, Customers, and Community. We achieve this by creating sustainable digital value by aligning technology with business objectives, empowering innovation, and leveraging data-driven insights to enhance customer experience, operational efficiency, and revenue growth for Barwon Water.

Digital Delivery Department

The purpose of the Digital Delivery department is to lead the delivery of Barwon Water's digital investments by designing and implementing innovative, user-centric solutions that deliver meaningful value and transform the experiences of colleagues, customers, and the community.

Organisational relationships

Reports to	Head of Digital Delivery
Directly supervises	Program Support Officer, Program Scheduler, Business Analyst(s)

Accountabilities

Program Governance

- Establish and maintain comprehensive governance frameworks for digital programs and initiatives, including custodian of Barwon Water's Digital Program Management Plan.
- Develop and implement program standards, methodologies, and best practices aligned with organisational objectives.
- Facilitate governance committees and steering groups, providing strategic guidance and decision-making support.
- Ensure compliance with organisational policies, regulatory requirements, and industry standards.
- Monitor program health and performance against established KPIs and success metrics.
- Maintain the digital transformation program roadmap and manage dependencies.
- Manage program risk registers and implement mitigation strategies.

Reporting and Analytics

- Design and maintain executive dashboards and reporting frameworks for program visibility.
- Produce comprehensive program status reports, highlighting progress, risks, and insights.
- Develop metrics and KPIs to measure program performance and business value delivery.
- Conduct regular program reviews and present findings to senior leadership.
- Implement data-driven decision-making processes across program portfolios.
- Coordinate cross-program reporting and portfolio-level insights and lessons learnt.

Resource Management

- Lead resource planning and allocation across digital programs and initiatives.
- Develop capacity planning models and forecasting capabilities.
- Coordinate with Delivery Leads to ensure optimal utilisation of personnel and budgets.
- Implement resource tracking and management systems.
- Support workforce planning and skill development initiatives.

PI Planning and Agile Coordination

- Facilitate Program Increment planning sessions and ceremonies, in conjunction with the Digital Strategy and Design team.
- Coordinate cross-team dependencies and alignment activities.
- Develop and maintain program roadmaps and release planning artifacts.
- Facilitate continuous planning and adaptation processes.
- Ensure alignment between business priorities and development capacity.

Continuous Improvement and Capability Uplift

- Lead organisational maturity assessments and improvement initiatives.
- Identify and implement process optimisation opportunities.
- Drive adoption of new tools, technologies, and methodologies.
- Develop and deliver onboarding and training programs to enhance team capabilities.
- Foster a culture of continuous learning and improvement.
- Champion innovation and best practice sharing across programs.

Health, Safety & Wellbeing

Barwon Water is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Lead the development of SQE processes and systems within the team.
- Promote and demonstrate Barwon Water's high standards in relation to health, safety, environment and quality, championing a culture of safety in the workplace.
- Report unsafe work practices, incidents, hazards and near misses, and unacceptable workplace behaviours.

People Leadership

Barwon Water will comprise a diverse and accountable organisational culture, enabled through inclusive leadership and aligned to strategy, values and behaviours. At Barwon Water this includes:

- Adopt best practice people management philosophy to motivate and inspire through high performance - performance management, providing meaningful feedback, mentoring, recruitment, and coaching and development.
- Confidently drive and support change throughout the organisation to ensure sustainable outcomes, including directly engaging adversity and navigating through challenging circumstances.
- Champion team engagement and promote high performance by motivating and enabling people to make the necessary changes to efficiently deliver our organisational strategy.
- Promote and foster collaborative team and stakeholder relationships based on growth and resilience, integrity, accountability and inclusion, and commit to the Barwon Water values.
- Provide support to the Head of Digital Delivery and act as delegate as required.

Competencies

Performance & Achievement	Achieves outcomes with a performance mindset and clear sense of accountability.
Commercial & Financial Acumen	Delivers with commercial, financial, and organisational nous.
Effective Communication & Impact	Collaborates and communicates with clarity, vision, purpose, and impact.
Growth & Resilience	Operates with resilience, growth and adaptivity.

Performance level

Action & Accountability	The Digital Program Lead has a clear understanding and focus on the operational and strategic objectives of the Digital Delivery department. Under delegated authority, the position is responsible for the development of major digital projects and the strategic initiatives and programs managed by Digital Delivery.
Judgement & Problem Solving	The Digital Program Lead is highly competent and capable of operating independently, able to resolve problems which require analytic reasoning and comprise of complex information, across the specialties of the program delivery including strategic planning and policy implementation.
Specialist Knowledge & Skills	The Digital Program Lead demonstrates significant experience in the application of program and project management to direct the actions of the technology project delivery of Digital Delivery. This will include an inquiring and inquisitive mindset, utilising creativity and innovation to think more broadly to address and resolve major issues.
Management Skills	The Digital Program Lead will be responsible for the leadership of employees with specialist skills. The Digital Program Lead will be dedicated to the development, coaching and mentoring of our people, promoting a culture of cross skilling and further enhancing the skill and experience throughout the department. The Digital Program Lead will direct the team in the planning, implementation and review of work outcomes as well as participating as a key member of a functional team. The position is able to generate innovative approaches to more effectively deploy resources, meet changing circumstances and improve services
Interpersonal Skills	The Digital Program Lead applies highly developed interpersonal skills required to influence, persuade, lead and motivate others to achieve objectives critical to Barwon Water and to resolve conflict. Communication skills are required to enable provision of key advice both within and outside Barwon Water and to liaise with external bodies.
Qualifications & Experience	Extensive relevant and practical experience in program or project management, industry expertise and suitable qualifications including: • Bachelor's Degree and/or master's in business, management or information technology or project management. • Post graduate qualification (MBA or similar).

Our Values

- **Caring** – we care for our customers, community, region, the environment and each other.
- **Safe** – we look out for the health, safety and wellbeing of ourselves, each other, our contractors and community.
- **Inclusive** – we celebrate diversity and the unique talents we each bring, we show respect and collaborate. We learn and work with Traditional Owners.
- **Accountable** – we take ownership, are trustworthy and committed to delivering outstanding outcomes in each of our roles.
- **Courageous** – we speak up, lean in and challenge ourselves to grow.

Success profile

- Relevant certifications: PMP, PRINCE2, SAFe, Agile, Managing Benefits (or equivalent).
- Extensive experience leading large-scale digital transformation programs.
- Strong ability to manage program risks, dependencies, and shifting priorities.
- Skilled in developing and maintaining program governance frameworks.
- Proficient in strategic planning, including business case development and ROI analysis.
- Experienced in facilitating program planning, prioritisation, and review workshops.
- Exceptional communication, presentation, and stakeholder engagement skills.
- Proven ability to influence, lead change, and work across organisational boundaries.
- Strong analytical and problem-solving capabilities.
- Experienced in coaching and mentoring delivery teams.
- Proficient in project management tools (e.g. Jira, Microsoft Project).
- Skilled in data analysis and visualisation (e.g. Power BI, Excel).
- Solid understanding of service design and agile product delivery practices.

Equal opportunity

Barwon Water offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Risk and Compliance Management

Barwon Water is committed to a structured approach to Fraud and Corruption and Risk and Compliance Management in support of its business objectives, including the delivery of safe and reliable water, sewerage and recycled water services to our customers and community. Barwon Water shares responsibilities for these activities across the organisation and expect employees to perform their duties in accordance with policies and procedures.

Signature

Employee Name (print)

Employee signature

Date

We understand that life balance is an important part of our employees' lives. Barwon Water offers a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations. We provide various options such as flexible start and finishing times, working part time, job sharing, working from home and paid leave provisions that can be negotiated to help balance your personal commitments with the demands of the role.