## Job Description: Lead Innovation Manager

**Department:** Risk and Innovation  
**Grading:** M611 (Prov)  
**Last Update:** November 2014

### Purpose:
Contributes to the delivery of change incubation, anticipating organisational needs and developing implementation plans. Plays a key role in ensuring projects (change initiatives) meet business, schedule and budget objectives.

Manages the Innovation Team ensuring that SBS has a defined and consistent project management approach in place and that the project needs of the business are being met and delivered.

As a member of the Risk and Innovation Team and clearly responsible for their functional areas of expertise the incumbent is also expected to think and act in the wider context and interests of SBS and the SBS Group. For example, contribution to the development and delivery of overall strategy, marketplace and Member outcomes, innovation and cultural development.

### Reporting to:
Chief Risk and Innovation Officer or to any other representative of the Employer designated from time to time by the Employer.

### Staff Reporting to this Position:
Project Management Office - Manager, Innovation Manager (Banking Automation), Innovation Manager (Member), Innovation Manager (Digital), Innovation Manager (Optimisation), Continuous Improvement Manager and User Acceptance Testing Coordinator.

### Key Relationships:
Executive, Project Steering Committee, Member Banking Leadership Team, People and Support Leadership Team, Strategy and Marketing Leadership Team, Risk and Innovation Leadership Team, Finance Leadership Team, Operational Managers,

### Key Result Areas:
The Lead Innovation Manager has responsibility for the following key performance indicators:

**People/Team**
- Contributes to the ability of Innovation Team members to meet performance objectives by being responsible for providing day-to-day supervision, workforce planning, training and support and conducting performance appraisals in accordance with SBS and HR policies and procedures.
- Responsible for assigning tasks to the Innovation Team members, scheduling and monitoring work and reviewing results for timeliness, accuracy and quality.
- Responsible for the provision of a challenging and stimulating environment for the Innovation Team, primarily through delivering quality leadership to direct reports and empowering them with the skills, tools and resources to follow through with their respective leaders and teams.
- Prepares an annual personal development plan for the Innovation Team to ensure training needs are appropriately identified and a mutually agreed training plan for individual staff members is progressed.
- Liaises with heads of key Support Teams to understand pressures of project demand and problem solve to deal with issues as they arise.
- Establishes and manages a team of Project leaders made of both internal employees and “as required” external resources.
- Oversees the overall programme of projects, tracking project progress, providing assistance and support to the Innovation Managers and liaising with the project sponsors to stay abreast of sponsor satisfaction.
- Manages relationships with external contractors and consulting project resources as necessary.
- Maintains project reporting to key parties including the Project Steering Committee, wider SBS team.
- Contributes to a culture of innovation actively seeking ways to enhance the capability and performance efficiency, efficacy and success of the SBS Group.
| Member/Market | Participates in the development of Projects that may consist of a variety of innovation challenges including brand-led innovation, new business creation, new products, and strategic whitespace development.  
  
  Contributes to the formulation of approved business plans, operating plans, budgets and capital expenditure requests in line with SBS strategic goals and objectives.  
  
  In conjunction with the Chief Risk and Innovation Officer, plays a role in incubating innovations that advance SBS banking practice and products as well as positioning SBS as a leader in the financial industry. Projects may consist of a variety of innovation challenges including brand-led innovation, new business creation, new products, and strategic whitespace development. |
| Products, Services & Operations | Oversee the establishment and management of a project methodology incorporating structures, standards, processes, documentation and reporting which is agile, fits the needs of the project and puts emphasis on the quality of decision making and timely project delivery.  
  
  In conjunction with the Chief Risk and Innovation Officer provides leadership around innovation analysis and synthesis, including the ability to develop frameworks, articulate innovation insights and clear principles.  
  
  Oversee the establishment and maintenance of a formal user acceptance testing methodology and associated tools that allows the planning, co-ordination and delivery of effective testing in a timely fashion.  
  
  Establishes and manages processes supporting the Project Steering Committee, streamlining communications between Innovation Managers and project sponsors and empowering the committee to engage in meaningful and efficient debate of priorities and resource availability.  
  
  Establishes and directly manages a peer review process which draws on subject matter experts both within and outside of SBS to review key change points during the Project Life Cycle and manage the performance of a project. |
| Financial Strength & Risk Management | Monitors overhead and capital expenses to ensure achievement of cost efficiency and acting to correct any adverse variances.  
  
  Ensures all operational audits meet the standards set by the SBS Audit and Risk Committee and other operating standards.  
  
  Contributes to overall profitability of SBS by monitoring all areas of expenditure and reporting on performance against variations.  
  
  Ensure Innovation Managers incorporate strategies for cost efficiencies within their business case and project design. |
| General | Contributes to the flow of information by conducting regular team meetings to ensure staff are updated on relevant objectives/issues within SBS and externally, submitting formal monthly reports, attending management and other meetings, and through other regular formal and informal communications.  
  
  Responsible for ensuring familiarity with and adherence to all SBS policy and procedures.  
  
  Performs other such duties as may be reasonably required by the Chief Risk and Innovation Officer or by any other representative of the Employer designated from time to time by the Employer. |
### Person Specification – Lead Innovation Manager

**Purpose:** To define the required and preferred key personal qualities, work experience and qualifications necessary to undertake the position.

**Work Experience:** Work experience necessary to competently perform the duties of this position include:

**Required**
- Extensive experience with project management/change management
- Experience with accounting and financial systems
- Experience in team leadership

**Preferred**
- Business analysis and design experience
- Experience in service industry
- Experience in finance/banking industry

**Personal Qualities:** Personal qualities necessary to perform the duties of this position include:

**Required**
- Ability to establish and manage structures, processes and standards
- Excellent research, analytical, and problem-solving skills
- Ability to conceptualise and systematically work through projects in accordance with a structured methodology
- Excellent verbal and written communication skills with the ability to interact effectively with people at all levels
- Ability to act as a project "driver", facilitating the achievement of required tasks
- Ability to work effectively within a team
- Coaching, leading and motivating skills
- Ability to prioritise, meet deadlines and work under pressure
- Innovative and creative

**Qualifications:** Minimum qualifications required to undertake this role include:

**Required**
- Possess a relevant tertiary qualification in Information Systems, Accounting, Finance or equivalent