



POSITION DESCRIPTION



General Manager Data, Digital & Technology

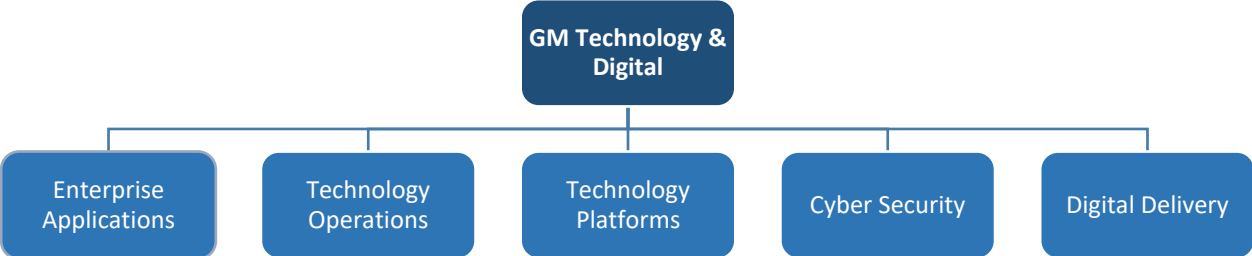
Reports to:	Chief Executive	Financial Authority:	As per DFA
Group:	Executive	Revision (m/y):	6/2026
Direct / Indirect Reports:	5 / 30+		

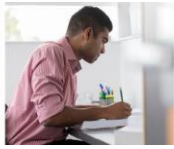
Purpose

The General Manager Data, Digital & Technology provides enterprise-wide leadership for WEL’s data, digital, technology and cyber capabilities, ensuring they are strategically aligned, commercially sound, secure, resilient and able to enable WEL’s long-term strategy. The role is accountable for lifting organisational performance through modern data and digital capability, fit-for-purpose technology platforms, disciplined delivery, effective governance and strong technology risk management.

As a member of the Executive Leadership Team, the role partners with the Chief Executive, executive colleagues, senior leaders and external partners to translate strategy into scalable, value-creating outcomes. It sets direction, strengthens governance, enables confident adoption of new ways of working, and maintains operational stability across technology services that support safe, reliable and efficient network and business operations.

Reporting Structure





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Key Accountabilities (Outcomes)

Act as a supportive, constructive and collaborative member of the Executive Leadership Team, contributing to whole-of-business leadership, shared decision-making and the achievement of WEL's strategic priorities.

- Lead the development and execution of an enterprise data, digital, AI and technology strategy that is aligned to WEL's business strategy, growth priorities, regulatory obligations and customer outcomes.
- Own the enterprise roadmap, prioritisation and investment governance for data, digital and technology initiatives, ensuring delivery plans are sequenced, transparent, benefits-led and integrated with business change activity.
- Provide executive oversight of technology operations, enterprise systems, digital platforms, operational technology interfaces and cyber security, ensuring services are reliable, resilient, secure and fit for current and future organisational needs.
- Establish and maintain strong governance, architecture, data management, privacy, information security, risk and compliance practices that support evidence-based decision-making and protect WEL's assets, systems, information and reputation.
- Build, lead and develop a high-performing Data, Digital & Technology function, fostering a culture of trust, accountability, collaboration, continuous improvement, safety and service excellence.
- Develop effective strategic partnerships with technology vendors, delivery partners, regulators and industry networks to access capability, innovation and value for money while supporting strong service performance.
- Stay current with emerging technologies, digital trends, AI developments and sector practice by actively using external networks, vendors, partners and industry relationships to inform WEL's strategy, capability and investment decisions.
- Provide clear executive-level advice to the Chief Executive, Executive Leadership Team and Board on technology investments, delivery performance, risks, opportunities and trade-offs.

Leadership Expectations

This role has leadership responsibilities and is expected to create clarity, support capability growth and maintain a high-performing, safety-focused environment.

- Provides clear direction, operational oversight and consistent expectations for the team.
- Builds team capability through coaching, training coordination, knowledge sharing and support for ongoing development.
- Leads effectively through operational pressure, change and ambiguity while maintaining a calm, safe and service-focused environment.
- Supports accountability, teamwork and continuous improvement across the team and wider group.



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Ways of Working (Enterprise Expectations)

These expectations apply to all roles and should be demonstrated through day-to-day behaviour, decision-making and interactions across the business and with external stakeholders.

- Acts consistently with WEL's values and contributes positively to organisational performance and development.
- Champions health, safety and wellbeing, and models safe behaviours in all aspects of the role.
- Maintains a strong customer and service focus, supporting reliable delivery and positive stakeholder outcomes.
- Builds effective relationships across the business, with contractors, utilities, authorities and other stakeholders to support coordinated operational delivery.

Capabilities That Matter Most

The role requires an enterprise thinker who can connect data, digital, technology and cyber capability to commercial, operational, customer and network outcomes. Success depends on strong judgement, influence and delivery discipline, with the ability to operate at executive level while translating complexity into clear direction for diverse stakeholder groups.

- Strategic and systems thinking, with the ability to shape enterprise-wide direction and balance long-term transformation with operational stability.
- Commercial and investment judgement, including the ability to assess benefits, risk, value for money, sequencing, dependencies and trade-offs.
- Credible and influential executive leadership, with the confidence to advise, challenge and align senior stakeholders around clear priorities.
- Strong data, digital, technology, cyber security and architecture literacy, with enough depth to provide effective governance and make well-informed decisions.
- Pragmatic delivery focus, balancing pace, innovation, risk, resilience, compliance and business readiness.
- Highly collaborative communication style, with the ability to translate technical complexity into accessible, outcome-focused advice.
- Ability to lead through ambiguity, change and competing priorities while maintaining clarity, trust, accountability and a strong service culture.

Essential Qualifications & Experience

- Relevant Level 7 tertiary qualification in engineering, data science or other relevant field;
- Demonstrated ongoing professional development in technology, digital, data, cyber, leadership or commercial management.



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- Significant senior leadership experience across data, digital, technology, cyber, operational technology and/or business transformation.
- Proven delivery of enterprise-wide strategy, roadmaps, governance and technology-enabled change.
- Strong commercial, financial, vendor and investment management experience.
- Experience leading multidisciplinary teams and building capability, accountability and performance.
- Ability to advise and influence at executive and Board level, including on technology, risk and investment matters.
- Experience managing technology risk, cyber security, privacy, resilience, compliance and continuity in a complex organisation.
- Strong professional networks across relevant sectors (telcos, banking, energy, tech companies etc.), with the ability to use them to maintain market awareness and access capability, insight and innovation.

Desirable Qualifications & Experience

- Postgraduate, MBA or equivalent executive leadership qualification.
- Relevant certifications in cyber security, enterprise architecture, portfolio/project management, IT service management, data governance, risk or Agile delivery.
- Experience in electricity, utilities, infrastructure, energy, telecommunications or another critical services sector.
- Experience maturing data governance, analytics, enterprise architecture, cyber security or digital delivery capability.
- Experience with operating model redesign, technology modernisation or significant business transformation.
- Experience in a regulated environment with strong risk, resilience, privacy, security and assurance obligations.

Role Evolution

This role may evolve as strategy, structure and priorities change.

Our Purpose

Enabling our *communities to thrive*

Our Vision

To create and support an *innovative and sustainable energy future*

Best in Service

So we have the *trust of our community*



Best in Safety

Every Day - *Home Safe*



Our Values



Agile

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



Build the business

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



Care for each other, the customer and our assets

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



Do the right thing

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



Every Day - Home Safe

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.