Enterprise Architecture and Digital Enablement Manager

Position overview

Position title	Enterprise Architecture and Digital Enablement Manager
Business unit	Technology and Digital Solutions
Remuneration type	Total Rewards
Reports to	Head of Technology and Digital Solution
Direct reports (role)	A team of enterprise and solution architects, data and integration architects, and network security architect
Locations(s) (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Flexibility exists to be based at any of four locations on the Sunshine Coast or Moreton Bay
Success profile	3.1 Strategy & Architecture Role Success Profile
Delegation level	Level 4

Position purpose

Unitywater's Technology and Digital Plan establishes the principles and strategic direction for the next five years. The Enterprise Architecture and Digital Enablement team turns that direction into practical standards, roadmaps, solutions, reusable patterns and delivery enablement that support the delivery of secure and reliable digital services for our colleagues and customers.

The Enterprise Architecture and Digital Enablement Manager acts as Unitywater's Chief Architect and senior technical design authority. The role is accountable for enterprise architecture direction, cross-domain coherence and the quality of material technology decisions spanning business, data, applications, integration, infrastructure, network, cloud, cyber security, operational technology (OT) and artificial intelligence (AI). This role is responsible for defining and communicating the digital enablement vision through connecting decisions to customer and business outcomes, prioritises reuse of existing platforms, reduces technical debt and unnecessary complexity, and ensures security, privacy and resilience are designed in from the outset.

Reporting to the Head of Technology and Digital Solutions (T&DS) and operating as a member of the Technology Leadership Team, the role leads a multi-disciplinary team of architects and manages specialist advisory partners. This is a player-coach role: the Manager personally leads the most material, high-risk and cross-domain architecture work while building the judgement and capability of the team.

The role chairs architecture governance forums, approves decisions within agreed tolerances, and redirects or escalates designs that are misaligned with agreed principles or expose Unitywater to unacceptable risk. It seeks Head of Technology and Digital Solutions endorsement for material changes in enterprise direction while remaining empowered to make timely decisions within its mandate.

Position accountabilities

Key functions of the role include:

Technology strategy, enterprise architecture and customer outcomes

- Translate the Technology and Digital Plan into an actionable target architecture, capability maps and sequenced transition roadmaps that guide investment and delivery over the five-year horizon.

- Communicate the vision for digital enablement to senior leaders, delivery teams and end user teams to create a traceability and connection between our technology design and business capability an outcome.
- Connect business and customer outcomes to architecture decisions, ensuring technology investment is prudent, efficient, operable and aligned to Unitywater's strategic priorities.
- Maintain an integrated view of current, transition and target states across business, data, applications, integration, infrastructure, network, cloud, cyber security, OT and AI.
- Advise the Head of T&DS, executives and governance forums on architecture choices, constraints, trade-offs, sequencing and emerging risks in clear business language.
- Act as Unitywater's Chief Architect, maintaining an authoritative enterprise view and resolving cross-domain design choices that cannot be effectively settled within an individual technology domain.

Architecture governance and decision quality

- Chair the architecture governance forum and establish clear decision rights, tolerances, escalation paths, architecture principles, standards, guardrails and decision records.
- Approve architecture decisions and solution designs within delegated authority and redirect or escalate matters where proposed solutions do not align to agreed guardrails or create unacceptable customer, operational, security or lifecycle risks.
- Facilitate effective and efficient architecture engagement in needs analysis and business case development through to procurement, delivery, transition to operations and lifecycle management.
- Assure solution quality and cross-domain coherence, balancing speed, value, risk, interoperability, maintainability and total cost of ownership rather than optimising individual solutions in isolation.
- Lead or sponsor the architecture of the higher-risk, higher-value and more complex cross-domain initiatives, while remaining close enough to delivery to test whether approved designs, standards and transition states work in practice.

Architecture demand, service performance and technical enablement

- Own the architecture service model and demand pipeline, establishing transparent prioritisation of activities based on customer value, strategic importance, delivery timing, technical risk and available capability.
- Allocate internal architects and specialist partners to the work that most needs architectural leadership, manage capacity and dependencies, and make unresolved demand, resource constraints and decision impacts visible to portfolio leaders.
- Turn architecture direction into practical enablement through reference architectures, reusable patterns, decision guidance, coaching and early design support that help delivery teams proceed with confidence.
- Measure and improve architecture performance using a balanced set of indicators, including early engagement, time to decision, design quality, level of standards and pattern reuse, exception volume and associated age profile, stakeholder value and satisfaction, and reduction in technical debt, duplication and complexity.

Simplification, technical debt and lifecycle stewardship

- Lead the architecture team and directly contribute to the establishment and maintenance of technology standards and reusable architecture patterns that improve consistency, delivery speed, security and supportability.

- Maintain visibility of technology lifecycle risk, technical debt, duplication and complexity; develop prioritised treatment roadmaps and make the consequences of deferral visible to decision-makers.
- Promote consolidation, interoperability and reuse of existing systems and capabilities before introducing new platforms, while avoiding the false economy of retaining technology that is no longer supportable or fit for purpose.
- Partner with finance, asset management, operations and technology leaders to inform investment choices across the dimensions of whole-of-life cost, risk, customer impact, operational resilience and strategic fit.

Digital water, artificial intelligence and secure innovation

- Shape coherent IT and OT architectures which support secure connectivity, efficient data flows, integration, resilience and support models across corporate and operational environments.
- Set architecture direction and guardrails for artificial intelligence, automation, analytics and other emerging technologies, ensuring innovation is safe, governed and connected to a defined customer or business outcome.
- Champion security, privacy, safety and resilience by design, working with accountable specialists to integrate Australian critical-infrastructure and cyber security obligations into architecture decisions.
- Enable disciplined experimentation and learning while preventing fragmented pilots, avoidable platform proliferation and technology-led investment without a clear problem, owner or value pathway.

Domain ownership and integrated decision-making

- Own enterprise architecture direction, enterprise standards and cross-domain decisions. Domain leaders remain accountable for domain strategy, engineering, operations, controls and service performance within the agreed enterprise guardrails.
- Integrate and constructively challenge specialist advice across cyber security, data, OT, infrastructure, applications and delivery without displacing the statutory, risk, control or operational accountabilities of those leaders.
- Clarify decision ownership at the outset of material work, resolve conflicts at the lowest appropriate level and escalate only where a decision exceeds delegated tolerances or materially changes enterprise direction, risk appetite or investment.

Team leadership, capability and business engagement

- Lead, coach and develop a high-performing, multi-disciplinary architecture team, setting clear expectations for decision quality, customer focus, technical excellence, collaboration and accountability.
- Operate visibly as a player-coach by reviewing critical artefacts, facilitating difficult design choices, mentoring through live work and demonstrating the standard of technical reasoning expected from the practice.
- Build succession and specialist depth through capability assessment, development plans, mentoring, purposeful work allocation and knowledge sharing across enterprise, solution, business, data, integration and network security architecture.
- Lift architecture practice maturity by defining fit-for-purpose methods, artefacts, quality measures and ways of working, and by using feedback and outcomes to continuously improve the practice.

- Build the team's organisational engagement capability so that architects understand operational and customer challenges, translate technical complexity for decision-makers and constructively challenge assumptions, while working to the required cadence.
- Manage external architecture partners and specialist services to supplement internal capability, transfer knowledge and deliver quality outcomes within agreed commercial and governance expectations.

One Unitywater contribution

- Meet relevant ISO standards and Unitywater governance requirements.
- Support and role model the One Unitywater behaviours and Unitywater's work health and safety policies, procedures and practices.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Undertake other relevant duties that fall within the skill, knowledge and accountability requirements of the position.

Key relationships

Key working relationships internal and external to Unitywater are:

- Head of T&DS and Technology Leadership Team
- Executive Leadership Team and enterprise governance forums
- Customer, operations, asset management, engineering and field leadership teams
- Cyber security, data, applications, infrastructure, network, cloud and OT leaders
- Enterprise planning, strategy, finance and performance teams
- Transformation and Change, portfolio delivery and initiative teams
- Risk, privacy, legal, compliance, procurement and vendor governance teams
- Technology vendors, managed service providers, delivery partners and specialist advisers

Capability requirements

The requirements for the position are:

- TOGAF, or a comparable enterprise architecture qualification or demonstrated equivalent capability, is preferred. Water utility experience is highly desirable; experience in another asset-intensive, regulated or critical-infrastructure environment is expected.
- Demonstrated people leadership, including setting expectations, managing performance, coaching technical specialists, building succession and creating a culture of learning, ownership and constructive challenge.
- Exceptional communication and influencing skills, with the ability to translate technical complexity into clear choices for executives, build trust with operational and corporate teams, and hold boundaries when under pressure.
- At least ten years' experience across technology and architecture roles, including at least five years in senior enterprise or solution architecture leadership in a complex, regulated or critical-infrastructure environment.

- Leading-level capability in enterprise and solution architecture with demonstrated ability to shape enterprise direction, establish target states and transition roadmaps, make cross-domain trade-offs, govern design quality and develop the capability of the Enterprise Architecture and Digital Enablement team.
- A relevant tertiary qualification in information technology, information systems, computer science, engineering or a related discipline is preferred, however, substantial equivalent professional experience will be considered.
- A credible T-shaped technical profile with deep expertise in contemporary enterprise and solution architecture practices, coupled with a strong depth of experience in domains relevant to the utilities sector.
- Strong understanding of how to bring together strategy, customer journeys, operating models, business capabilities, information needs and technology investment.
- Strong understanding of network and cloud architecture, including secure connectivity, resilience, identity, integration, service continuity and hybrid technology environments. Personal technical depth in this area is highly desirable.
- Strong applied knowledge of AI architecture and governance, including platform choices, data and integration dependencies, responsible use, lifecycle controls and human accountability with ability to set direction and test specialist recommendations without needing to be Unitywater's deepest AI engineer.
- Demonstrated OT experience, including architecture considerations for industrial control systems, operational networks, telemetry or comparable asset-intensive environments and the safe convergence of IT and OT.
- Demonstrated experience applying security, privacy and resilience by design in an Australian cyber security or critical-infrastructure context, with the ability to challenge and integrate specialist advice.
- Proven ability to establish architecture governance, chair decision forums, set standards and patterns, assure complex solutions, manage exceptions and make timely decisions within agreed tolerances.
- Demonstrated player-coach leadership, including personal accountability for material architecture decisions and evidence of remaining technically credible and close to delivery while building the judgement, confidence and succession of others.
- Experience managing an architecture demand pipeline, prioritising scarce capability, deploying internal and partner resources, and measuring architecture performance through decision, quality, reuse, exception, stakeholder and technical-debt outcomes.
- Experience identifying and treating technical debt, lifecycle risk, duplication and technology complexity, supported by practical roadmaps and investment advice.
- Strong commercial and financial judgement, including whole-of-life cost, sourcing, vendor management, technology investment trade-offs and the prudent reuse or retirement of existing platforms.

One Unitywater Behaviours

The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

Create the Future is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

Care Together is about fostering a culture of safety, collaboration and customer-focused service. It is about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

Own It is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It is about demonstrating integrity, welcoming feedback and following through on commitments.