

Head of Delivery

June 2026

TEAM

Platform Engineering

DEPARTMENT

Technology Services

REPORTS TO

Chief Technology Officer

DIRECT REPORTS

Platform & Engineering Manager, Business Systems & Applications Lead

EMPLOYMENT TYPE

Full time

LOCATION

Hybrid Working (3:2 Office/WFH)
Primary Location: Melbourne

AWARD

Banking, Finance & Insurance Award
Level 6

KEY CONTACT

Chief Technology Officer

WHO IS LATROBE?

At Latrobe, our people are at the heart of what we do. We are committed to creating an environment where diversity is celebrated, equity is achieved and inclusion and belonging are prioritised and celebrated.

We're known for being the *health fund with heart* - a not-for-profit, regional private health insurer with more than 100,000 members across Australia. We support our members through the highs and lows of their health, and we give back to our community.

Our aspirational vision is to be a leading not-for-profit Private Health Insurer transforming health and wellness outcomes for all Australians. Our purpose is supported by 5 key values:

*We display trust
and respect always*

*We focus on shared
results*

*We engage &
empower*

We are accountable

*We create a positive
work environment*

POSITION OBJECTIVE

Working within Technology Services, the Head of Delivery is responsible for establishing, governing and continuously improving enterprise-wide delivery and engineering practices to enable the successful execution of Latrobe's 2026 Technology Strategy.

The role leads the transition from traditional project delivery to long-lived, value-oriented delivery models aligned to the full software development lifecycle (SDLC). This includes embedding consistent engineering standards, quality practices and AI-enabled delivery capability.

The role leverages deep engineering capability to drive the organisation's shift from project-based delivery to end-to-end SDLC ownership - holding accountability for systems from initial concept through to build, deployment and ongoing support.

Position Description



The objective of the role is to ensure delivery outcomes are value-driven, measurable, secure and compliant, supporting Latrobe's regulatory obligations, operational resilience and long-term in-house capability uplift.

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

Culture, Leadership and Ways of Working

- Champion and embed Latrobe's All In ethos across delivery and engineering teams.
- Lead the adoption of Agile, value-based ways of working across the organisation.
- Partner with executives and stakeholders to enable organisation-wide delivery maturity.
- Establish value-based prioritisation aligned to strategic outcomes.
- Define and measure delivery performance using objective metrics, including DORA metrics.
- Hold end-to-end oversight of Ways of Working and engineering practices across the organisation, ensuring consistent standards, tooling and quality bars from discovery through to production support.

Engineering Practice and Quality

- Hold direct accountability for engineering practices and standards.
- Establish CI/CD, DevSecOps, shift-left quality and test automation practices.
- Ensure security, resilience and compliance are embedded by design.
- Hold end-to-end oversight of Ways of Working and engineering practices across the organisation, ensuring consistent standards, tooling and quality bars from discovery through to production support.

AI-Enabled Delivery

- Lead responsible adoption of AI-enabled delivery practices.
- Enable AI agents as delivery team members with human oversight.
- Ensure ethical, compliant and engineering-led AI adoption.
- Enterprise Delivery and Vendor Management
- Provide enterprise-wide delivery leadership across technology domains.
- Oversee vendor engagements while transitioning to internal capability.
- Act as senior escalation point for delivery risks and dependencies.

Leadership teamwork and relationship building

- Model the Latrobe values and behaviours, fostering a high-performing, accountable and outcome-oriented culture across delivery and engineering teams.
- Build and maintain strong, trusted relationships with executives, product, architecture, data and business stakeholders, aligning delivery with strategic and operational priorities.

Position Description



- Lead organisational alignment across value streams, enabling autonomous, cross-functional teams with clear ownership, accountability and measurable outcomes.
- Actively develop leadership capability within teams, mentoring engineers and leaders while embedding modern engineering practices and continuous improvement.
- Operate effectively across strategic, operational and technical layers, equally comfortable in executive forums, delivery governance and hands-on problem solving as required.

Accountability and extent of authority

- Provide enterprise-level delivery leadership, ensuring alignment between technology strategy, execution and measurable business outcomes.
- Maintain accountability for delivery systems, engineering standards and operating models that enable scalable, reliable and secure platforms.
- Ensure compliance with the Private Health Insurance Code of Conduct and all relevant regulatory, security and governance frameworks.
- Drive ownership of outcomes across teams, including delivery performance, reliability, operational resilience and continuous improvement.
- Actively lead organisational uplift in capability, reducing reliance on external vendors and building sustainable, in-house expertise

Judgement and decision making

- Make informed, strategic decisions balancing delivery outcomes, technical quality, risk, and long-term platform sustainability.
- Evaluate complex organisational, technical and delivery challenges, applying systems thinking and data-driven analysis to determine optimal courses of action.
- Operate within organisational policies, regulatory obligations and risk frameworks, particularly within regulated environments.
- Provide clear escalation, prioritisation and trade-off decisions across competing delivery demands and dependencies.
- Make decisions aligned to value-based delivery principles, focusing on impact, efficiency and measurable outcomes

Experience skills and knowledge

Mandatory

- Demonstrated experience leading enterprise-scale technology delivery, engineering functions and operating model transformation.
- Proven success in regulated environments (e.g. health, insurance, financial services), with strong understanding of compliance, governance and risk.
- Deep expertise in modern engineering practices including CI/CD, DevSecOps, observability, and reliability engineering.
- Experience establishing and scaling value-stream aligned, product-oriented delivery models with measurable performance outcomes (e.g. DORA metrics).

Position Description



- Strong systems-thinking and problem-solving capability, with the ability to operate across strategy, architecture and execution.
- Experience leading AI-enabled delivery and embedding AI-assisted engineering practices within teams.
- Hold end-to-end oversight of Ways of Working and engineering practices across the organisation, ensuring consistent standards, tooling and quality bars from discovery through to production support.
- Demonstrated end-to-end ownership of technology, from architecture and strategy through to hands-on delivery, including building AI-enabled engineering operating models using tools such as Claude Code, GitHub Copilot and MCP infrastructure.
- Experience operating in highly regulated, compliance-driven sectors (e.g. healthcare, insurance, financial services), including exposure to standards such as APRA, PCI-DSS, ISO27001 and data privacy/sovereignty obligations.

Desirable

- Experience building and scaling high-performing engineering teams through organisational growth, transformation or acquisition.
- Deep familiarity with cloud-native platforms, distributed systems, API-first and event-driven architectures.
- Exposure to CRM, digital experience platforms, data platforms or integration ecosystems.
- Experience reducing vendor dependency and transitioning to internal capability models.
- Experience leading technology through a company acquisition or major integration event, including post-acquisition platform stewardship and knowledge transfer.

Mandatory checks and Compliance Statements

- Always ensure compliance with the Private Health Insurance Code of Conduct and all applicable policies and procedures.
- An Australian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.
- Employment at Latrobe Health requires candidates to have Australian citizenship or to be a permanent resident of Australia or to have a valid visa that provides work rights in Australia.
- Uphold privacy and confidentiality obligations.