IDENTIFLY PTY LTD
ACN 633065120
ABN 43633065120
53 Byron Place
Adelaide, SA 5000

Position Description

Job Title

Engineering Operations Manager | Permanent Full Time

Salary

$140k - 170k per annum + superannuation (commensurate with skills and experience)

Reporting Line

Head of Engineering, with a dotted line to the Chief Operating Officer (COO).

Location

This role is based in **Adelaide** and supports flexible working arrangements, including a hybrid model with the option to work from both the office and home. Regular attendance at our Adelaide CBD office is expected.

Key Purpose

The Engineering Operations Manager provides dedicated people leadership and operational management across Identifly's Service Delivery function. The role is accountable for building and maintaining a high-performing, engaged and appropriately resourced engineering workforce through effective people management, performance accountability, professional development and workforce planning.

Reporting to the Head of Engineering, the role provides direct leadership to Identifly's Pod Leads, overseeing workforce planning, performance management, professional development and compliance with operational processes.

Working collaboratively with the Service Delivery team and Leadership Team, the role drives resource optimisation, operational efficiency and alignment with business priorities, allowing the Head of Engineering and Pod Leads to focus on technical direction and client delivery.

About Us

We are a leading implementation partner specialising in Identity and Access Management, Privileged Access Management and Identity Governance. We are a forward-thinking team of cybersecurity professionals driven by the desire to secure all apps and users.

We help businesses secure their environments by using modern tools, expert knowledge and a pragmatic approach.

We are rapidly becoming Australia’s best-known IAM provider and are a trusted partner to our clients in Adelaide and across the country. Our reputation is built on being knowledgeable, highly experienced, effective and reliable.

Our team is everything. Hand-picked, high performing, driven and as smart as they come.

- We have grown rapidly since 2019 and we will continue to attract the A-grade talent we need to grow and be the best.
- We have customised training plans to meet our people’s needs whilst enhancing the capability of our business.
- We have fun and get the job done.

- We mentor and vet our staff to grow them into autonomous stars.

We are always looking for awesome, talented people to join our A-grade team.

About You

You are an experienced and confident people leader from an IT consulting, cyber security or professional services background. You have a proven track record of building, developing and managing high-performing teams, with the ability to drive accountability, engagement and individual performance. You understand how a billable engineering team runs, and how utilisation, capacity, timesheets and leave affect both delivery and revenue.

You lead leaders. You will manage our Pod Leads and coach them to manage their own teams well, rather than doing it for them. You set clear expectations, hold people to them consistently, recognise strong performance, and address performance and engagement issues early and fairly.

You are data-driven. You build and use dashboards and forecasts to make resourcing decisions, and you can present trends, risks and recommendations clearly to senior leadership.

You have enough technical grounding to understand the work our engineers deliver, assess skills and discuss capability credibly with technical staff. Identity and Access Management experience is highly regarded, but this is not a hands-on engineering role.

You are firm on process and fair with people. You will enforce timesheet, leave and performance processes, and continually look for ways to simplify and automate them.

Communication is key. You will be comfortable holding difficult conversations, negotiating competing priorities with Service Delivery, Pod Leads and the Leadership Team, and reporting clearly to the Head of Engineering and COO.

Key Responsibilities and Outcomes

The Engineering Operations Manager is accountable for the following outcomes:

#	Outcome	Actions
1	**Timely and Accurate Timesheet Compliance**	• Monitor timesheet completion and accuracy daily, using automated exception reporting where available. • Follow up with Pod Leads on missing or incorrect entries. • Ensure time is allocated against the correct projects and activities. • Identify recurring compliance issues and implement corrective actions. • Hold Pod Leads accountable for consistent timesheet compliance across their teams.

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2	**Effective Resource Allocation**	• Work with Service Delivery and PMO to maintain visibility of resource assignments across all projects and support activities. • Be accountable for regularly reviewing, maintaining and updating the resource calendar to ensure accurate visibility of resource allocations, availability and upcoming commitments, while managing Pod Lead performance and accountability for maintaining accurate resourcing information where applicable. • Conduct recurring resource planning meetings with Pod Leads and the PMO. • Resolve resource conflicts and competing priorities, escalating to the Head of Engineering where required. • Coordinate resource allocations with Project Managers and delivery stakeholders.
3	**Optimised Resource Utilisation**	• Track billable and non-billable utilisation against agreed targets. • Identify underutilised and overallocated resources. • Work with Pod Leads to improve utilisation while maintaining delivery quality. • Report utilisation trends and recommend corrective actions. • Take ownership of utilisation management, proactively identifying and resolving utilisation issues, coordinating resource adjustments and minimising administrative demands on Pod Leads.
4	**Predictable Workforce Capacity**	• Work with the PMO to maintain a rolling 8-week resource capacity forecast. • Identify upcoming resource shortages, availability and skills constraints. • Coordinate forward planning with sales and delivery teams. • Recommend recruitment priorities to the Head of Engineering and technical practice heads. • Work with the Head of Engineering to develop a data-driven pipeline-to-engagement resource dashboard. • Take ownership of maintaining accurate workforce capacity forecasts, proactively reconciling resource availability against confirmed and anticipated demand, and identifying capacity risks before they impact delivery.
5	**Effective Leave Management and Coverage**	• Oversee leave requests and team availability. • Enforce leave request procedures. • Ensure Pod Leads coordinate leave without compromising delivery commitments. • Identify periods of insufficient coverage. • Maintain appropriate resource coverage for critical projects and customer support services. • Take ownership of leave planning and administration, ensuring approved leave is accurately reflected in the resource calendar and potential coverage conflicts are proactively identified and resolved in consultation with Pod Leads and PMs. • Be accountable for coordinating and maintaining appropriate handover plans for planned leave and employee exits, ensuring continuity of service delivery, knowledge transfer and coverage of critical responsibilities.

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6	**Consistent People Management and Engagement**	• Conduct weekly 1:1 meetings with all Pod Leads. • Ensure Pod Leads conduct regular 1:1s with their staff. • Monitor team morale, workload and employee engagement. • Address people management concerns and escalate matters requiring senior leadership intervention. • Proactively identify and address employee engagement, retention, wellbeing and interpersonal issues across the engineering function. • Take ownership of day-to-day people management matters, including employee concerns, conflict resolution and early intervention, minimising unnecessary escalation to the Head of Engineering. • Coach and develop Pod Leads in effective people leadership, communication and team management. • Take ownership of the successful onboarding and integration of new engineering employees, ensuring induction activities, training, access and team introductions are coordinated and completed. • Continuously review and improve engineering onboarding processes, including collecting feedback from new employees and Pod Leads, identifying improvement opportunities, and maintaining and updating technical induction packs and onboarding materials.
7	**Improved Individual and Team Performance**	• Establish clear performance expectations for Pod Leads. • Conduct annual performance reviews for Pod Leads, incorporating feedback from the Head of Engineering, peers and clients. • Ensure Pod Leads complete performance reviews for their staff consistently and on time. • Identify performance gaps and coordinate improvement plans. • Coach Pod Leads on accountability, feedback and effective people management. • Take ownership of employee probation management across the engineering function, ensuring timely reviews, documented feedback and appropriate recommendations regarding ongoing employment. • Proactively manage underperformance, including documenting concerns, implementing performance improvement plans and monitoring progress through to resolution. • Identify and recognise high-performing employees and support their career progression and development.

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8	**Continuous Skills Development and Training**	• Maintain a skills matrix across the engineering function. • Ensure every engineering employee has a documented annual Professional Development Plan (PDP), with agreed objectives, training requirements, certification targets and regular progress reviews. • Coordinate technical training, certifications, mentoring and knowledge sharing (including brown bag sessions) in consultation with the Head of Engineering. • Align capability development with upcoming project demand. • Work with the Head of Engineering and technical practice heads to identify, plan and track mandatory and strategic vendor certification requirements, ensuring Identifly maintains the certifications necessary to support vendor partnerships and delivery capabilities. • Establish and maintain defined career progression pathways for engineering and architecture roles, where applicable, including the skills, competencies, experience and certifications required for advancement. • Take ownership of the administration, scheduling and tracking of professional development activities, ensuring training commitments are completed and progress is regularly reviewed.
9	**Accurate Operational KPI Tracking and Reporting**	• Establish and maintain an engineering operations KPI dashboard. • Monitor utilisation, timesheet compliance, resource capacity, leave, training and performance indicators. • Conduct monthly operational performance reviews with Pod Leads. • Present trends, risks and recommended actions to the Head of Engineering, and operational reporting to the COO. • Take ownership of the accuracy, completeness and timely maintenance of engineering operational data, proactively identifying performance issues and implementing corrective actions.
10	**Continuous Operational Improvement**	• Work with the PMO to identify inefficiencies across resource management, reporting and people processes. • Standardise operational practices across all Pod Leads. • Work with the Head of Engineering to implement improvements and automation that reduce administrative overhead. • Track recurring issues, corrective actions and measurable improvements. • Proactively identify and implement improvements to engineering operational processes, systems and workflows, reducing administrative demands on Pod Leads and engineering staff and enabling greater focus on technical delivery and customer outcomes.

Team Leadership

As line manager for all Pod Leads, the Engineering Operations Manager is also responsible for:

1. Providing leadership, coaching and mentoring to Pod Leads.

2. Coordinating the recruitment, selection and onboarding of engineering staff, including responsibility for successful employee integration into the Service Delivery team.
3. Managing HR matters as they arise, including employee relations, probation, performance management and offboarding, escalating to the Head of Engineering and COO where required.
4. Contributing to company goals and representing the engineering function in operational planning.
5. Fostering a positive, high-performing team culture that promotes employee engagement, accountability, professional development and retention.

Working Relationships

This role reports to the Head of Engineering, who sets technical direction and engineering priorities, and has a dotted line to the COO for operational reporting and company-wide processes.

The role works closely with Pod Leads, the PMO, Project Managers, sales, technical practice heads and the wider leadership team. The PMO owns project schedules and delivery tracking; the Engineering Operations Manager owns people allocation, availability, capacity and performance. The two roles plan resources jointly.

The Engineering Operations Manager takes ownership of day-to-day people management, workforce administration and operational coordination, minimising administrative demands on Pod Leads and enabling them to focus on technical leadership and client delivery.

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Skills and Experience

Experience

- 8+ years in IT, cyber security or technology professional services.
- 3+ years of demonstrated people management experience, including managing team leaders, developing high-performing teams and addressing employee performance and engagement.
- Proven experience with resource management, capacity planning and utilisation in a billable consulting or managed services environment.
- Experience running performance management processes, including performance reviews and improvement plans.
- Demonstrated experience managing employee onboarding, professional development plans, training and career progression.
- Experience building and maintaining operational KPI dashboards and reporting.
- Technical background in IT infrastructure, cyber security or Identity and Access Management (highly regarded).
- Experience working within the IAM or cybersecurity industry, particularly in a consulting or professional services environment, in a technical or non-technical management capacity (desirable).
- Working knowledge of Australian employment practices, including the Fair Work Act and leave entitlements (desirable).
- Experience with resource planning, PSA or timesheet tools (desirable).
- Experience with Jira and agile delivery frameworks.

Skills

- Strong people leadership, with the ability to coach leaders.
- Ability to hold difficult conversations and address performance issues early and fairly.
- Proven ability to build high-performing teams, foster employee engagement and retention, and establish a culture of accountability.
- Strong coaching and mentoring skills, with the ability to support individual professional development and career progression.
- Excellent analytical skills, including building dashboards and forecasts in Excel or BI tools such as Power BI.
- Strong planning skills, with the ability to balance competing project demands and resolve resource conflicts.
- A continuous improvement mindset, including standardising processes and automating administration.
- Excellent stakeholder management across engineering, PMO, sales and leadership.
- Strong verbal and written communication, including presenting to senior leadership.
- Excellent personal presentation.
- Excellent time management and prioritisation of tasks.
- Outstanding attention to detail.

Candidate Responses

1. Provide cover letter responding to the following:
    a. Summary of how you meet criteria of the role

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   b. Your people leadership experience, including the size of teams you have managed and whether you have managed team leaders
   c. Your experience with resource management and utilisation in a billable services environment
2. Provide your CV:
   a. Outline your leadership and operational management experience
   b. Outline any technical background
   c. Provide us any additional information that you think will contribute to your success
   d. Clearly state your location.

Selection Process

1. Short list applications based on candidate responses and suitability for role
2. Identifly will contact you if you have been shortlisted and arrange a F2F interview
3. F2F interview conducted at Identifly Office, Adelaide CBD
   a. Prepare questions about the role (if any)
   b. Be prepared to answer questions about your experience, including how you have managed resourcing and performance in a team
   c. Be prepared to discuss salary
4. The right candidate: We know when we meet the right person, and we will act quickly to onboard them. Be prepared to be made an offer and provide details of potential start date.