



About RAA

Proudly South Australian since 1903, RAA has been trusted by members for over 120 years. While best known for road service and insurance, we now help more than 845,000 members with travel, energy, solar and battery solutions, EV charging, and more.

Our purpose is simple - to be **better for members, better for the community**. We advocate for safer roads, invest in sustainability, and help shape a smarter, more connected future for our state.

With 1,100+ employees, RAA is one of SA's most trusted brands - and a place where your work truly makes a difference.

Why Work with us?

Join one of SA's most iconic, community-minded organisations. Enjoy an inclusive culture, flexible ways of working, and meaningful opportunities to grow and contribute.

Here you'll find:

- Diverse career paths across multiple industries
- Great perks and wellbeing programs
- Ongoing learning and leadership development
- A collaborative, purpose-driven environment

Our values guide everything we do



We are member obsessed



We do the right thing



We deliver together



We courageously challenge

About the Job

Job Title:	Senior Manager, AI Hub
Business Unit:	Transformation
Position Reports to:	Head of Data & AI
Direct Reports:	AI Delivery Lead Governance & Risk Lead Capability & Change Lead Solution Architect

Why the role exists

The Senior Manager, AI Hub exists to lead RAA's uptake of AI as a genuine driver of value for members, employees and the business, translating enterprise priorities into a coordinated portfolio of AI initiatives that improve member experience, lift operational efficiency and strengthen decision-making.

The role establishes and runs the AI Hub, coordinating the delivery of AI initiatives across the organisation and ensuring they are adopted responsibly, at scale and in a way that builds durable capability within RAA. It brings together technology, business, governance and people considerations so that AI delivers measurable value while the organisation's broader AI maturity continues to grow.

You will also be required to perform other duties as reasonably directed from time to time.

Key Responsibilities	What Success Looks Like
WHS	- Take personal responsibility for own safety and that of others, and ensure that work environment and practices are safe. - Perform your duties in accordance with the RAA Work Health and Safety Policy, and the Injury Management Roles and Responsibilities Procedure specific to your defined level of work. - Review department performance against the WHS performance indicators with your GM & HSR each quarter.
Leadership	- Provide clear direction, purpose and context for your team's work, setting clear targets with agreed deliverables and timeframes for each team member. - Regularly assess the performance of, and provide timely feedback to, direct reports through one-on-one discussions held at least monthly, aligned with the Performance for Purpose (P4P) development plan and cycle.
AI Strategy, Portfolio & Value	- Translates RAA's AI strategy into a prioritised portfolio of initiatives, so investment stays focused on opportunities that deliver genuine business and member value. - Maintains a balanced pipeline of AI opportunities across productivity, automation, member experience and decision intelligence, reflecting RAA's evolving priorities. - Reviews the value and progress of AI initiatives against expected outcomes, providing clear reporting and recommendations to executive and governance forums. - Manages the AI Hub's budget and resources so that investment is sustained and outcomes are realised over time.
AI Hub Operations & Delivery	- Establishes and maintains the operating rhythm and governance of the AI Hub, so initiatives move efficiently from idea through to operational adoption. - Coordinates delivery of AI initiatives across business units, technology teams and external partners, keeping dependencies and risks visible and managed. - Removes barriers to delivery and resolves competing priorities, keeping the portfolio moving toward agreed outcomes. - Ensures scalable AI solutions transition successfully into business-as-usual ownership, so value is sustained beyond initial delivery.
AI Adoption & Business Transformation	Partners with leaders across the business to identify where AI can improve member outcomes, employee experience and operational performance.

	• Builds business ownership and accountability for AI initiatives and their benefits, so outcomes are embedded rather than resting solely with the AI Hub. • Promotes AI-enabled ways of working that keep member value and business outcomes at the centre of adoption. • Supports the workforce through AI-related change, so new ways of working are adopted sustainably.
Governance, Risk & Responsible AI	• Ensures AI initiatives operate within RAA's governance, privacy, security and risk frameworks, so AI is adopted safely and compliantly. • Works closely with governance, legal, privacy, cyber and risk functions to identify and manage emerging AI-related risks. • Embeds appropriate controls and oversight across the AI lifecycle, from initial concept through to operation. • Maintains transparency in how AI is used, so trust and confidence in RAA's approach to AI is sustained internally and with members.
Capability, Culture & Innovation	• Builds AI capability and literacy across the organisation, so teams are equipped to identify and pursue AI opportunities. • Sponsors learning programs and communities of practice that lift AI capability and encourage the sharing of practical experience. • Encourages experimentation with AI within appropriate controls, balancing innovation with responsible use. • Embeds AI into everyday decision-making and problem-solving, building organisational confidence in the use of AI over time.

About You

Your Qualifications

- Tertiary qualification in Information Technology, Data Science, Computer Science, Business or a related field (mandatory)
- Postgraduate qualification or MBA (desirable)
- Relevant certification in artificial intelligence, machine learning or data strategy (desirable)

Your Experience

- Extensive experience leading AI, data or digital transformation initiatives within a large, complex organisation
- Demonstrated experience translating strategy into a portfolio of initiatives and overseeing delivery across multiple business areas
- Experience building and leading a specialist team, including technical and delivery leads, within an AI, data or technology capability
- Experience partnering with senior stakeholders across technology, risk, legal and business functions to manage AI-related governance and risk

Your Skills and Knowledge

- Strong understanding of AI and machine learning concepts, applications and emerging trends, and their practical application in a commercial environment
- Sound knowledge of responsible AI, governance and risk frameworks relevant to AI adoption
- Well-developed stakeholder management and influencing skills, combined with strong portfolio and change management capability, including benefits realisation

Job Description



Your Capabilities



Customer Focus



Drives Results



Being Resilient



Collaborates



**Communicates
Effectively**



**Ensures
Accountability**



**Decision
Quality**



Instils Trust



**Builds Effective
Teams**

Job Classification & Approval

Job Level

Instrument	Not Applicable
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Job Classification	Not Applicable
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Approval

Position	Name	Date
Manager		
People & Capability		