POSITION DESCRIPTION

Position Title:	Office 365/Sharepoint Lead
Location:	Box Hill
Reporting to:	ICT Manager
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The St Vincent de Paul Society (the Society) aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include: home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members' who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

Overall, ICT is responsible for the delivery of standards-based technology services to all Departments and Conferences across the Society, as they serve the Society's stakeholders.

ICT strives to provide:

- secure, easy to deploy and cost-effective enterprise technology architecture;
- reliable, location independent and appropriately performing access to Society information sources;
- reliable, cost-effective and maintainable business systems;
- management of ICT vendors and providers, ensuring ICT services perform to defined standards and within agreed budgets; and
- management of system performance, capability and capacity requirements (including training) to support changes in organisational requirements.

In 2018, the State Council of the Society approved an ICT Strategy and Roadmap 2019-23 which encompasses a considerable array of systems development and uplift for the Society over the next 3 to 4 years.

The position of Office365/Sharepoint Lead is critical to the successful implementation of the Society's ICT Strategy. Functionally, reporting to the ICT Manager, the role works closely with and supports the *Project Manager – ICT Strategy* in the delivery of a number of key elements of the Strategy, which at its foundation is underpinned by an Office 365 (O365) framework. The Strategy is seen as a critical part of the envisaged transformational change of the organisation over the coming years. As such, the *Office365/Sharepoint Lead* is a pivotal role for the Society.

Role Overview

The Office365/Sharepoint Lead will lead the implementation of O365 across the organisation. It will also be responsible for the management, support and maintenance of the Society's O365 applications (SharePoint, MS Dynamics, Teams, Business Centre (Navision), etc.). This role works with stakeholders across the organisation to understand business requirements and propose appropriate O365/SharePoint solutions; driven by a need to be efficient and responsive to stakeholder requirements.

While essentially focussed on elevating the O365 capability of the organisation, the success of the role will be largely driven by the incumbent's capacity to management change in a complex, diverse and geographically dispersed environment.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role; • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace; • Positively contribute to and influence organisational culture; • Actively participate in activities that develop your personal and professional skills, knowledge and experience; • Regularly attend and actively participate in all team / divisional and organisational meetings; • Contribute to developing a culture of continuous improvement and respond positively to change.
Safety	• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions; • Identify and report hazards within 24 hours of them occurring on the incident reporting system; • Manage day-to-day risks in line with policy and procedures.
Vendor Relationship	• Establish relationships with new and existing vendors to meet the technology requirements of the Society; • Requirements gathering and monitoring for projects to ensure vendors deliver the appropriate level of services; • Assist with vendor performance, monitoring and reporting; • Escalating with vendors any processes and software enquiries and issues; • Work closely with developers of customisations and reports; • Establish and nurture collaborative relationships based on trust, integrity, respect and community across the Society.
Application Development	• As a subject matter expert, proactively maintain and continually improve the Society's O365 environment; • As a subject matter expert, provide solution design options based on provided stakeholder requirements, in alignment with industry and vendor best practice guidelines; • Develop, support and maintain the Society's O365 solutions/applications environment; • Develop and lead the adoption of the following O365 products: OneDrive, MS Teams, Power BI and Azure's B2C; • Assist in the design and management of SharePoint pages, and UI customisation; • Gather and develop a view for members and volunteers based on business requirements; • Lead the migration of the existing extranet from Hands@Work to a more contemporary platform (possibly Sharepoint-based or integrated to Sharepoint); • Assist in the creation of libraries and lists, metadata and standards based on established guidelines and business rules;

Key Accountability	Deliverables
	• Working independently but also as part of the wider ICT and project teams when required.
Application Support	• Lead the adoption of O365 for the organisation; • Lead the adoption and the use of eControl as a document management system for the organisation; • Provide in-house expertise and technical support to end-users on supported application-related issues; • Work with and lead the O365 Champions with migrations from Shared Drives to SharePoint teams sites and MS teams; • Work with and lead the SEC and People Leaders to use eContract; • With assistance from the ICT team, identify, research, and resolve technical problems, working with outside vendors/technical support as needed, and document, track and monitor problems to ensure a timely resolution;
Training	• Assist in the development and delivery of training for O365 site owners and Champions; • Assist in the development and delivery of training for Application owners.
Project Management	• Apply the Society's ICT Project Management framework; • Support the Project Manager – ICT Strategy to implement the ICT Strategy 2019-23.
Documentation	• Document the functional and data design of the Society's O365 environment; • Work with the existing Sharepoint external vendor/internal Sharepoint Champions to map the current metadata; • Maintain currency of all O365 documentation; • Use ICT MS Teams site to store relevant manuals for O365 applications.
Stakeholders	• Act in a professional, responsive and collaborative manner towards customer and team relations; • Establish and maintain strong stakeholder relationships with Society staff as well as other key stakeholders; • Participate in meetings with internal and external stakeholders.
Financial Management	• Ensure that expenditure is in accordance with approved budgets and delegated authority levels.
Other	• Responsible for all other duties as advised by the ICT Manager.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
ICT Manager	Internal	• Direct reporting, provision of information and support
Project Manager – ICT Strategy	Internal	• Direction, support and guidance as required on ICT Strategy O365 sub-projects
Senior Executive Group and Senior Managers	Internal	• Liaison with representatives from the respective departments to address ICT Strategy / O365 requirements
Regional Council and Conference President/ Treasurers and Volunteers	Internal	• Direction, support and guidance as required
Other SVDP Staff, members and volunteers	Internal	• Work with all staff and provide exemplary customer service, pro-active communication and support for all O365 enquiries
Suppliers	External	• Work with outsourced ICT service providers, software vendors/system architects
Compliance authorities	External	• Advice, risk management, statutory & regulatory compliance
Peers in industry	External	• Networking, Intelligence, support & partnerships

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Project Manager – ICT Strategy in consultation with the ICT Manager and the incumbent and will be reviewed regularly.

KEY REQUIREMENTS

Qualifications:

• Certificate IV or Tertiary Qualification in related fields. Microsoft SharePoint and Microsoft 365 certification would be highly desirable.

   or/and

- 3+ years of experience working in a role with similar functions as a SharePoint /O365 specialist

Experience and skills:

- Experience in running projects / implementations and working with all levels of stakeholders;
- Strong analytical skills with the ability to collect, organize, analyse, and disseminate significant amounts of information with attention to detail and accuracy;
- Proven experience working with O365;
- Extensive experience and knowledge to design, code, test, debug and document software in a variety of programming languages like: HTML, XML, CSS, Ajax;
- Ability to work constructively and productively in a team environment supported by vendors in an outsourced environment;
- Ability to research and quickly assimilate relevant new technologies, concepts, architectures and features is essential;
- Work with limited supervision;

Personal attributes:

- Excellent verbal and written communication skills;
- Excellent interpersonal skills with the ability to develop good relationships with all stakeholders;
- Ability to prioritise and balance competing or conflicting demands;
- Well-developed time management skills, with an ability to meet tight deadlines;
- Liaise professionally with staff and external suppliers;
- Demonstrated ability to work professionally and respectfully;
- Strong and flexible work ethic;
- Awareness of, and ability to work within, the ethos of the Society.

DESIRABLE

Experience, skills and attributes:

- Excellent collaboration and communication skills with the ability to effectively communicate with technical and non-technical audiences;
- Experience with and/or deep understanding of Microsoft collaboration stack, including: Office 365; Teams; and SharePoint online;
- Demonstrated ability to prioritize and to complete a high volume of work and meet deadlines with excellent organizational skills and attention to detail;
- Superior analytical skills and ability to think things through, anticipate solutions and next steps and see the bigger picture;

Certifications highly regarded:
- ITIL;
- Microsoft 365 certification.