Technology Engagement Partner Description

Directorate:	Finance and Corporate Services
Reports to:	Manager, Technology Strategy and Program Management
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Partner with Executive Directors and Directors to diagnose digital challenges, explore solutions, scope requirements, develop business cases for specific ICT projects and oversee the management approved projects.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Finance and Corporate Services directorate. The teams within the directorate and their functions are:

Information and Communications Technology: this team is responsible for state-wide ICT strategy, ICT project management, design and implementation of new ICT systems (e.g. CRM, Business Intelligence), ICT service desk, and cybersecurity.

Finance and Accounting: this team is responsible for state-wide finance policies and procedures; finance shared services (accounts payable, accounts receivable); treasury and investment functions; financial reporting to external stakeholders; financial strategy and special projects.

Group Financial Planning and Analysis: this team is responsible financial budgeting, forecasting and reporting; targeted financial analysis for senior management; strategic and operational advice to senior leadership to improve financial decision-making and business performance; and financial business partnership. The Finance Manager roles embedded in Vinnies Services and Commercial Enterprise, Fundraising and Communications directorates sit with this team.

Corporate Services: this team is responsible for state-wide property management; facilities management; procurement; and fleet.

Accountabilities and responsibilities

The Technology Engagement Partner will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Develop and document a deep understanding of the business processes, pain-points, challenges and opportunities within their assigned directorate/s and develop a strategic roadmap together with the business executive directors for digital, data and technology projects.
- Oversee the collection, prioritisation and development of technology and system requirements of users for the ICT priority projects within their assigned directorate/s to build business cases for consideration.
- Enable collaboration between Directorates, digital designers, build teams and support personnel to maximise the value generated by ICT projects.
- Maintain backlog of items and prioritise to achieve goals and optimise value of the project team's work for relevant projects.
- Provide program management for ICT priorities from scoping through solution design, development and roll out to ensure it meets user and business requirements.
- Report on technology engagement priorities on a regular basis.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Implement the Society's Digital, Data and Technology Strategy.
- Executive and user feedback surveys report improved satisfaction with the quality of technology engagement services.
- Approved ICT business cases are delivered on time, on budget and to the required quality specifications.

Key working relationships

In addition to the Manager, Technology Strategy and Program Management and their direct reports, the Technology Engagement Partner will foster close working relationships with:
- Executive Directors and Directors across the Society;
- Director, Strategy and Outcomes (Strategy and Governance);
- ICT leadership team (Finance and Corporate Services);
- Vendors.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:
- '**People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.

- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 4) Lead delivery of strategic priorities with a focus on data driven decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 4) Operationalise and lead the change required to deliver the Society's mission and strategic priorities.
- **Team performance:** (Level 4) Enable high performance and capability development across the Society.
- **Digital engagement:** (Level 4) Promote digital engagement of virtual, dispersed stakeholders to maximise efficiency and effectiveness.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in Information Technology or equivalent.
- Strong demonstrated experience in driving and defining product vision, objectives, direction and requirements.
- Demonstrated experience facilitating groups towards shared goals and priorities.
- Demonstrated experience in Agile project methodologies and frameworks.
- Certified Product Owner.
- Demonstrated experience in ICT program management in System design.
- Experience in or exposure to design thinking.
- Demonstrated experience working on projects with digital, mobile, data, infrastructure and CRM platforms.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Business Domain expertise.
- Design Thinking certification.