

POSITION DESCRIPTION

Delivery Manager - Directory and Referral

EFT:	Full time, Permanent (<i>Part time considered</i>)
Portfolio:	Community Sector Products & Services
Reports to:	Head of Community Sector Product and Services

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The Delivery Manager – Directory and Referral, role provides an exciting opportunity for a person with proven experience working in business development, stakeholder management, project management and excelling in leadership and collaboration with professional teams. The role will perform a key function within the Community Sector Product & Services division co-ordinating implementation of this fast growing product area within Infoxchange.

This will include leading the management of multiple government contracts, specifically delivering data from our service directory.

An important aspect of the role is building trusted relationships with Infoxchange Customers, other internal IX teams and key stakeholders to facilitate a partnership approach to project delivery and account management within Infoxchange and with external clients and stakeholders. The position requires liaison and relationship building across Infoxchange technical and operational teams and with senior IX management.

The position includes substantial customer contact, including pre-sales liaison together with members of the Customer Engagement Team, needs analysis, solution design in consultation with the Technical Team and ensuring operational alignment with existing capabilities. Managing customer expectations, particularly around project delivery timelines will be a key deliverable.

The role is suited to a “people person” with strong collaboration skills.

Key working relationships

Internal

- » Customer Engagement Team
- » Systems and Operational teams
- » Product Ownership Group
- » Senior IX Managers
- » Other Infoxchange staff and business units

External

- » Customers and prospective customers of Infoxchange
- » Integration Partners of Infoxchange

Key duties and responsibilities

- » Manage the overall delivery of Customer projects related to the use of the Service Directory and Referral Platform products.
- » Ensure timely responses to business development opportunities in conjunction with Customer Engagement.
- » Manage overall project financials to ensure that we are realizing the planned return to Infoxchange
- » Manage overall project commitments to ensure efficient utilization of resources
- » Ensure Customer & IX expectations on project reporting are met
- » Drive standards and consistent application of processes throughout the Project Delivery.
- » Establish a culture of appropriate scope control and variation management so that timelines and costs are managed to overall project and program objectives
- » Facilitate a culture of professional development and continuous improvement throughout delivery engagement at IX.
- » Consult and liaise with teams and key customers regarding opportunities, product enhancement requests and emerging business requirements

- » Contribute and consult on broader product strategy and planning with the virtual product team, technical services team and Infoxchange management
- » Ensure virtual team members are aware of and understand product updates, product development, strategic directions and priorities

Key selection criteria

To succeed in this role at Infoxchange, you will demonstrate:

Essential

1. Able to demonstrate excellent people management
2. Able to demonstrate excellent written and verbal communications skills, including the ability to deliver internal and external, demonstration, presentations and workshops
3. Proven ability to think strategically and tactically
4. Demonstrated ability to build trusted relationships
5. Able to manage stakeholders at a variety of levels in government, non-government and community organizations
6. Demonstrated ability to work well with others, within teams and across internal teams
7. Proven customer engagement and business development capability
8. Passionate commitment to the not-for-profit sector including an understanding of effective communications as a driver in sector capacity development and alignment to the vision, mission and values of the Infoxchange Group

Desirable

9. Knowledge of contemporary software architecture principles is desirable
10. Project management experience
11. A good knowledge or previous experience of working in the health and/or community services sector is desirable
12. Tertiary qualifications relevant to the position and/or demonstrated professional experience

Employment conditions

- » Working business hours with flexibility as required.
- » Located at the Infoxchange Richmond office, with travel as required. The role could also be delivered out of our Brisbane or Adelaide offices.
- » Terms and conditions as per employment contract.
- » Must complete a criminal records check.