

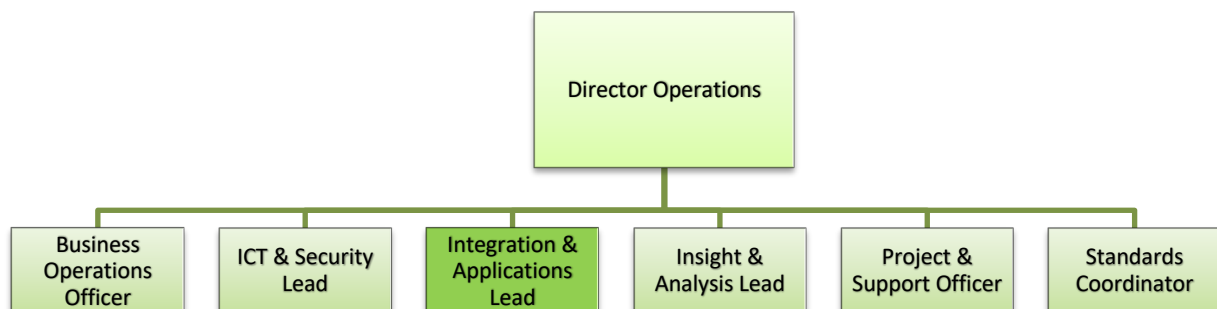
Position Description

Position	<i>Integration & Applications Lead</i>
Reports to (position title)	<i>Director Operations</i>
Purpose:	<i>The Integration & Applications Lead contributes expertise in business analysis, systems and process design, application management and change management which enables Consumer Action to implement effective systems so we can further our mission of making life easier for people experiencing vulnerability and disadvantage in Australia.</i>
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<p><i>Works across 5 teams with varying levels of cross team integration</i> <i>Supports 50+ staff and up to 10 volunteers</i> <i>Maintains 5-10 websites</i> <i>Manages and maintains all enterprise applications</i></p> <ul style="list-style-type: none"> • <i>>15 internal applications (including full Office 365 suite)</i> • <i>≈10 applications enabling client and stakeholder interaction</i> <p><i>The position works closely with Operations team members and people in other teams including management, lawyers, financial counsellors, policy officers and the Service Development and Partnerships team. Externally, this position manages relationships with vendors, and stakeholders with whom we collaborate and/or engage.</i></p>

POSITION PURPOSE

The Integration & Applications Lead contributes expertise in business analysis, systems and process design, application management and change management which enables Consumer Action to implement effective systems so we can further our mission of making life easier for people experiencing vulnerability and disadvantage in Australia.

Within Consumer Action, this position is part of the Operations Team whose mission is to enable our people to help others by supporting and enhancing systems, structures and processes.



KEY RESPONSIBILITIES

- **Digital platforms** - develops and maintains digital platform solutions including, but not limited to: website, client information management, Office 365, contact centre, triage tools, e-Learning tools, bespoke applications, campaign tools; evaluates and enhances user experience (including accessibility); develops and manages application RFP processes, budgets and vendors so that Consumer Action maximises efficient ways of working;
- **Technology support** – provides Level 2/3 application support, ensures all staff have access to appropriate software and training to fulfil their roles within budget and organisational strategy;
- **Information management** - development of information management processes in collaboration with all staff; ensures compliance with all relevant regulations and funder requirements;
- **Integration** – analyses work practices, designs and implements digital platforms to drive integration and collaboration across the centre; provides Human Resources Manager with observed integration challenges and supports organisational cultural change management;
- **Expert advice** – Provides Director and CEO with business systems and process analysis and recommendations when problems are identified;
- **Mentoring** – Supports the growth of digital skills within the centre: trains and upskills Operations team members in areas of expertise as required to progress Operations projects and workplans; contributes to development of team and organisational goals as part of annual and project planning processes;
- **Reporting** - Measures and reports against outcomes and impact; supports evaluation and monitoring team and projects.

QUALIFICATIONS, EXPERIENCE AND RELEVANT SKILLS

- Strong technical knowledge of business analysis and project management disciplines, techniques and methodologies; experience managing overlapping and inter-related projects;
- Experience in developing and implementing complex digital solutions;
- Demonstrated ability to engage with multiple and varied stakeholders, actively consult and manage competing priorities effectively; highly developed influencing and relationship-building skills;
- Strong computer skills and experience in research, analysis and communication across a variety of platforms: familiarity with Office365, SQL and web platforms, is essential; a working knowledge of case management systems, particularly ActionStep would be an advantage;
- A tertiary qualification in a relevant discipline, or equivalent demonstrated experience and theoretical knowledge;
- Proven written and verbal communications skills, supported by a minimum of 2 years' experience in a similar role;
- An understanding of the complexities of providing services to people experiencing vulnerability and disadvantage, particularly in the context of legal, financial counselling and advocacy services.

COMPETENCIES

- Able to identify opportunities for improvement and unintended consequences of proposed solutions; combines strategic and blue sky thinking with detailed analysis; analyses long term opportunities and hazards in the pursuit of our strategic plan and impact goals; designs scalable solutions; devises creative approaches to complex business problems;
- Works effectively with high degree of autonomy and accountability, and can demonstrate flexibility, initiative and resourcefulness, sound time management and ability to deal with competing priorities under pressure;
- Communicates in a clear and interesting way, with an understanding of the target audience and the objectives of the communication, using a range of styles to bring people along;
- Coaching and facilitation: including the ability to coach leaders on managing through transformation and change;
- Collaborates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; enables integration and collaboration enhancement; upholds the values of our centre; and treats all people with dignity and respect.