

## POSITION DESCRIPTION

<b>General Information:</b>	
<b>Position Title:</b>	Digital Inclusion Project Manager
<b>Incumbent:</b>	
<b>Function &amp; Team/Program:</b>	Learning for Life Services
<b>Location(s):</b>	Flexible
<b>Manager's Position Title:</b>	Group Manager, Learning for Life Services and Enablement
<b>Manager's Name:</b>	Jordana Brown
<b>Date Prepared:</b>	14/07/2025
<b>Prepared By:</b>	Jordana Brown
<b>Approved By:</b>	Wendy Field, Head of Evidence and Impact

<b>Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)</b>
To lead and manage the implementation and delivery of digital inclusion initiatives, ensuring effective project management, stakeholder engagement, and knowledge and participation in the external landscape to support the strategic goal of all Learning for Life students being digital included.

<b>Scope:</b>	
<b>Direct Reports to this Position</b>	<b>Indirect Reports</b>
By Position Title	Total Number
Nil	Nil
<b>Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income &amp; expense budget, etc</i>)</b>	
<b>Direct control</b>	<b>Indirect control</b>
<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Digital Inclusion Projects and administration costs associated with implementation and delivery</li> </ul>
<b>Other Dimensions of this Position</b>	
e.g. Number of programs, site responsibility, geographic spread of team <ul style="list-style-type: none"> <li>Chairing an internal Digital Inclusion Steering Committee with Executive and Senior Leader members</li> <li>Chairing internal cross functional working groups</li> <li>Participating in external advisory groups on digital inclusion</li> <li>Working with delivery partners</li> <li>Strategic relationships with corporate partners who have provided funding or donations to digital inclusion projects</li> </ul>	

<b>Setting Priorities (<i>how is work prioritised</i>)</b>	
How often does employee prioritise their own work?	Daily, weekly, monthly, annually

Eg. Daily, weekly, monthly, annually, other	
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Is responsible for coordinating with internal stakeholders deadlines and key priorities.

<b>Key Relationships</b> ( <i>Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with</i> )	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Executive team – in particular Head of Evidence and Impact; Head of Fundraising; Head of State and Territory Operations</li> <li>Learning for Life Services team</li> <li>Policy, Practice and Analytics team</li> <li>National Manager, Corporate Partnerships</li> <li>National Manager, Marketing</li> <li>National Manager, LfL State and Territory Operations</li> <li>National Manager, Program Partnerships</li> <li>Manager, Media and Advocacy</li> <li>General Managers</li> <li>RPMs</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Current and potential NFP sector partners operating in digital inclusion space</li> <li>Current and potential Corporate Partners</li> <li>Business partners supporting delivery of strategy components</li> <li>Government Agencies – including Departments of Education</li> </ul>

<b>Key Decision Making in this Role:</b> ( <i>What are the key decisions and recommendations made in this role?</i> )
<b>Decisions Expected</b> <ul style="list-style-type: none"> <li>Managing the development, implementation and delivery of digital inclusion projects</li> <li>Ensuring regular updates to internal stakeholders on project progress</li> <li>Adjusting project timelines and strategies as needed</li> <li>Managing the logistics for stakeholder participation in feedback sessions</li> </ul>
<b>Recommendations Expected</b> <ul style="list-style-type: none"> <li>Approaches for implementing digital skills training</li> <li>Recommendations on external partnerships and resources</li> <li>Process improvements for project implementation</li> </ul>

#### **Every Team Member at The Smith Family:**

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

<b>Key Responsibilities / Accountabilities:</b>		
<b>Major Area:</b>	<b>Project Management</b>	<b>% of Job Total: 50%</b>
Develop and manage project plans, timelines, and deliverables aligned with Digital Inclusion goals		
Provide strategic input into the development and refinement of digital inclusion frameworks and resources		
Use internal data and family feedback to inform project design and continuous improvement		
Track and report on key performance indicators related to digital inclusion delivery		
Provide regular updates to internal teams and leadership on project status, risks, and mitigation strategies		
Manage and monitor targets in line with the annual budget and strategic objectives		
Chair and support the Digital Inclusion Steering Committee and working groups aligned to the implementation of Digital Inclusion initiatives		
Lead change management activities to support the new processes and systems		
<b>Major Area:</b>	<b>Internal and External Stakeholder Management</b>	<b>% of Job Total: 30%</b>

Engage with internal stakeholders, including the Learning for Life Services team, Philanthropy team, Program Partnership team and Learning for Life staff, to ensure effective communication and coordination of digital inclusion initiatives
Provide regular updates to internal teams on the progress of digital inclusion projects, ensuring alignment with strategic goals and timelines
Collaborate with internal teams to facilitate consultations and focus groups, gathering insights and feedback to inform the Digital Inclusion Strategy
Develop and maintain strong relationships with external partners, including contractors providing devices, internet, and digital skills training, to ensure the successful delivery of digital inclusion initiatives
Coordinate with external stakeholders to align project goals and deliverables, ensuring that all parties are informed and engaged throughout the project lifecycle
Manage the logistics for external stakeholder participation in focus groups and working groups, ensuring that their feedback is incorporated into the implementation of the Digital Inclusion Strategy

<b>Major Area:</b>	<b>External Sector Engagement</b>	<b>% of Job Total: 20%</b>
Stay informed of national and international trends, research, and policy developments in digital inclusion and related fields		
Engage with external networks, forums, and working groups to contribute to and learn from sector-wide conversations		
Monitor and analyse external reports, publications, and initiatives to identify emerging opportunities and risks		
Translate sector insights into actionable recommendations for internal teams and strategic planning		

<b>Key Challenges in Achieving Goal(s):</b> <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>		
<ul style="list-style-type: none"> <li>• Navigating a complex cross-functional environment</li> <li>• Ensuring consistent delivery of initiatives across diverse teams</li> <li>• Managing competing priorities and deadlines</li> <li>• Maintaining clear and effective communication with stakeholders</li> </ul>		
<b>Qualifications, Experience and Competencies:</b> <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Tertiary level qualification or equivalent experience</li> </ul>	
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Demonstrated experience in program/project management and delivery</li> <li>• Demonstrated experience managing communication across a broad range of stakeholder groups both internal and external</li> <li>• Demonstrated experience in external sector management and engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated understanding of Digital Inclusion and or how technology is used in school</li> <li>• Demonstrated understanding of digital devices and technology solutions to effectively liaise with external providers</li> </ul>
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>

	<ul style="list-style-type: none"> <li>• Demonstrated effective leadership skills including highly developed skills in communication, problem solving and consultation</li> <li>• Strong negotiation and problem-solving skills</li> <li>• Project management skills including ability to lead, manage, monitor, and review projects, and ability to manage multiple projects simultaneously.</li> <li>• Demonstrated success in the implementation of procedures and systems related to the provision of quality programs and customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with continuous improvement methodologies</li> </ul>
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