



position description

Job Title:	Project Manager – Technology Delivery
Position ID:	NEW
Location:	Yuggera/Turrbal Milton
Division/Programme:	ID&T
Immediate Manager:	Head of Delivery

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Project Manager – Technology Delivery leads the successful delivery of the digital transformation project focused on revenue growth, web optimisation, and marketing technology. Operating within an Agile and hybrid delivery environment, the role oversees the delivery of customer-facing platforms, including websites, CRM, and marketing automation solutions, ensuring alignment with business strategy and measurable customer and commercial outcomes. The role coordinates dependencies across squads, platforms, and integrations to enable seamless delivery and continuous improvement of digital capabilities.

responsibilities

May include, but are not limited to:

- Lead end-to-end project delivery
 - Lead delivery of digital platform initiatives using Agile and hybrid methodologies from initiation through to implementation, transition, and benefits realisation.
 - Develop and manage project plans, implementation and cutover activities, hypercare, and operational handover.
 - Support Product Owners, Scrum Masters, and delivery teams to maintain prioritised backlogs and outcome-focused delivery plans.
 - Ensure delivery practices align with organisational governance, reporting, and stage-gate requirements.
 - Deliver Digital Platforms and Martech solutions

- Deliver initiatives across websites, CRM, marketing automation, CMS, eCommerce, and digital experience platforms.
 - Coordinate integrations across digital channels, customer data platforms, payment gateways, and third-party services.
 - Partner with Digital, Marketing, and Data teams to deliver customer-centric solutions that improve engagement, conversion, and revenue outcomes
- Build stakeholder partnerships and alignment
 - Build and maintain effective relationships with business stakeholders, vendors, delivery teams, and technology partners to ensure alignment and shared accountability.
 - Provide clear and timely reporting, communications, and recommendations to stakeholders at all levels.
 - Translate delivery progress, risks, and outcomes into meaningful business insights for decision-making.
- Drive planning, governance and delivery performance
 - Manage project scope, schedules, budgets, risks, issues, assumptions, and dependencies to support successful delivery outcomes.
 - Coordinate cross-team dependencies, sequencing, and resource requirements to enable efficient and seamless delivery.
 - Monitor project performance, delivery milestones, and benefits realisation, escalating risks and issues as required.
- Champion agile delivery and continuous improvement
 - Promote Agile ways of working and a culture of collaboration, transparency, and continuous improvement.
 - Lead retrospectives, lessons learned, and delivery reviews to enhance project outcomes and team performance.
 - Contribute to the ongoing improvement of delivery frameworks, tools, governance, and practices across the Digital & Technology function.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.

- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown**'s Stretch Reconciliation Action Plan.

selection criteria

Essential knowledge, skills and experience

- Tertiary qualification in Business, Information Technology, Digital Technology, Commerce or a related discipline and 5+ years' experience delivering complex digital and technology projects end-to-end, or 8+ years' equivalent professional experience.
- Proven experience delivering MarTech and eCommerce platforms, including CRM, CMS, marketing automation, customer data platforms, and online payment solutions.
- Strong stakeholder engagement and influencing skills, with the ability to work effectively across technical and business audiences.
- Proven ability to manage cross-functional teams and drive successful delivery outcomes.
- Advanced communication skills, including preparing and presenting reports and updates for senior stakeholders.
- Demonstrated success working with Product Owners, Scrum Masters, and multidisciplinary delivery teams to deliver customer-centric solutions and measurable business outcomes.
- Experience coordinating cross-functional dependencies and integrations within complex digital ecosystems, ensuring seamless delivery across platforms and teams.

Desirable knowledge, skills, abilities:

- Familiarity with platforms such as Dynamics 365, Optimizely, or similar enterprise digital ecosystems.
- Agile certifications (e.g. Scrum Master, AgilePM, SAFe) highly regarded.
- Experience working in scaled Agile or multi-team delivery environments.

requirements

The Project Manager- Technology Delivery must always:

- Comply with the relevant state or territory requirements for working with children (e.g. holding a current Working with Children Check as required).
- Maintain a satisfactory National Criminal History Check (police check).
- Possess a valid unrestricted Driver's Licence.
- Comply with **yourtown**'s immunisation requirements (in line with workplace health policies).
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown**'s Values and Behaviours as outline in the Code of Conduct.
- Maintain confidentiality and discretion in all matters relating to colleagues, clients, and organisational information.



- Align to our mutual commitment to safety and wellbeing for self and others in all **yourtown** workplaces and work-related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of the role, ensuring the safety and wellbeing of children and young people with whom we work.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V.1	Jodie McAloney	21/07/2026	21/07/2026	New to IDT Technology Delivery structure