

Position Description:
Product Lead – Data & Analytics
Australian Alliance to End Homelessness (AAEH)

Employer	Australian Alliance to End Homelessness (AAEH)
Term	12 months
FTE	1.0 FTE
Award/Level	Non AWARD
Reporting	Chief Technology Officer
Location	Remote / Hybrid Role is open to applicants who reside in VIC or SA

CONTEXT

Ending homelessness is possible, but it is a shared responsibility that requires a collaborative effort across all levels of government and society to ensure we have adequate housing, appropriate health services and support services available to those who need it the most.

The Australian Alliance to End Homelessness has developed a 10-year strategy to end homelessness through a whole of community-based response. The Strategy outlines five core areas and nine targets to prevent, respond to and end homelessness in Australia.

POSITION SUMMARY

A core component of AAEH's strategy is the AAEH AtoZ data ecosystem – a scalable, secure national data and reporting environment that enables frontline workers and community partners to collaborate effectively and measure progress toward ending homelessness.

The Product Lead is accountable for day-to-day delivery and operational performance of the AAEH AtoZ ecosystem and related digital products, including Power BI reporting governance, Microsoft Dynamics 365 CX case management configuration, secure data sharing, integrations, and associated websites/domains. The role combines product ownership (priorities, roadmap, stakeholder alignment) with strong delivery management and operational accountability, ensuring changes are designed well, tested thoroughly, deployed safely, and supported effectively. This includes ownership of release processes, incident and problem management, support workflows, data quality impacts, reporting consistency, and operational hygiene across the product ecosystem.

Working closely with the National Database Lead, CTO, and stakeholders across Australia, the Product Lead translates needs into a prioritised delivery plan, ensures national consistency

through governance and change control, and maintains reliable ongoing service through disciplined DevOps practices, documentation, and continuous improvement.

KEY RESPONSIBILITIES

Microsoft Dynamics 365 CX Product Ownership

- Own product-level changes to the Microsoft Dynamics 365 CX case management configuration, ensuring changes are scoped, prioritised, tested, and released safely.
- Write functional briefs and coordinate implementation and testing with the Power Platform engineer and relevant stakeholders.
- Manage impacts on data quality, case management processes, downstream reporting, and national operational consistency.

Delivery Management & Execution

- Own delivery cadence and execution across planned enhancements, fixes, and operational improvements.
- Break work into clear deliverables with defined scope, acceptance criteria, dependencies, and deployment approach.
- Coordinate contributors (internal and external) to ensure timely delivery, quality outcomes, and clear accountability.

Operational Ownership (Run the Service)

- Maintain reliable service operations across the ecosystem, including monitoring, incident response coordination, and follow-up actions.
- Triage live incidents, communicate timely updates to stakeholders, coordinate resolution, and run structured post-incident reviews with root cause analysis and preventative action plans.
- Maintain operational hygiene: access reviews, environment readiness, documentation currency, and backlog of operational risks/tech debt.

DevOps, Release Management & Change Control

- Own release planning and execution, including deployment readiness checks, scheduling, stakeholder communications, and go/no-go production release decisions.
- Use Azure DevOps and Git-based workflows to manage work items, branching, CI/CD pipelines, approvals, traceability, change control, and repeatable releases.
- Maintain release notes, change logs, and audit-friendly records of changes, decisions, and impacts.

Testing, Test Cases & Quality Assurance

- Define pragmatic, risk-based testing standards for all changes.
- Create and maintain test cases aligned to requirements and acceptance criteria; coordinate regression testing and UAT with non-technical users.
- Manage defect intake, triage, retesting, release sign-off, and go/no-go recommendations to ensure production readiness.

Power BI Reporting Operations & Governance

- Govern the operational delivery of Power BI reporting across Australia, ensuring reporting is reliable, nationally consistent, and understood by frontline stakeholders.
- Manage reporting change requests, assess metric and logic impacts, and communicate changes clearly to frontline stakeholders.
- Support stakeholder reporting needs with timely iterations, issue resolution, and adoption enablement.

Solution Design & Functional Consultancy (Delivery-Focused)

- Lead solution design to ensure changes are implementable, supportable, and aligned with operating constraints.
- Translate stakeholder needs into functional specifications, user stories, acceptance criteria, decision records, and operational requirements without relying on dedicated BA support.
- Maintain fit-for-purpose documentation, including process flows, metric definitions, support runbooks, knowledge articles, and decision records.

Websites & Domain Management (Operational)

- Oversee operational management of websites and domains supporting the product ecosystem, including DNS, SSL certificates, renewals, redirects, hosting/provider coordination, and secure data sharing arrangements.
- Ensure changes are planned, tested, and deployed with minimal disruption, with appropriate rollback options.

End User Technical Support & Enablement

- Coordinate end-user technical support for frontline workers and community partners across Australia, including issue intake, troubleshooting, prioritisation, and resolution tracking.
- Maintain user guidance and knowledge articles; drive adoption of national reporting tools and reduce repeat incidents through better enablement.
- Set expectations and communications for known issues, workarounds, and planned fixes.

System Ops: Data Links, Integrations & Data Sharing

- Coordinate secure data links, integrations, and data sharing arrangements, ensuring appropriate permissions, governance, and consistency across the product ecosystem.
- Manage operational requests related to access, sharing, and connectivity, ensuring traceability and compliance.
- Monitor and improve reliability and performance of integrations and sharing mechanisms.

SELECTION CRITERIA

Knowledge and Experience:

Essential

- Demonstrated experience owning delivery and operations for a live digital or data product end-to-end, including releases, incidents, support, continuous improvement, and operational governance.
- Hands-on experience with Azure DevOps, including work item management, branching, CI/CD pipelines, change control, release documentation, and traceability.
- Experience creating and maintaining test cases, coordinating regression testing and UAT with non-technical users, managing structured defect resolution, and making release sign-off decisions.
- Operational experience with Microsoft Power BI in a live governance environment, including managing change requests, assessing metric and logic impacts, and communicating changes nationally.
- Experience with Microsoft Dynamics 365 or an equivalent CRM/case management platform at a product or configuration-ownership level.
- Proven ability to translate stakeholder needs into user stories, acceptance criteria, functional specifications, and implementable plans without BA support.
- Strong understanding of security, privacy, and access management in cloud environments and operational settings.
- Excellent communication and organisational skills; able to manage ambiguity, competing priorities, and stakeholder expectations.
- Experience working in Agile environments (Scrum or Kanban) with hands-on backlog ownership, not just Agile awareness.
- Commitment to AAEH's mission and ability to thrive in a lean, remote-first, resource-constrained environment.

Desirable

- Experience with Microsoft Fabric or similar cloud data platforms.
- Knowledge of housing, homelessness, or community services systems.
- Relevant certifications such as CSM, CSPO, ITIL, Microsoft Power Platform, Azure DevOps, product management, or related areas.

Qualification/s:

- Tertiary qualifications in Information Technology, Computer Science, Information Systems, Business, or related discipline.