

Senior Manager ICT

Position Description

Date: Thursday, 15 October 2026

The organisation

As Australia's only national bird conservation charity, we are on a mission to put birds and nature on the path to recovery within a decade, leading and facilitating action that halts biodiversity loss and restores ecosystems. We can only achieve this with the help and support afforded to us by our diverse stakeholders including supporters, campaigners, donors, members, and like-minded conservation organisations.

BirdLife Australia takes a science and evidence-based approach to bird conservation. Where strong conservation plans are in place and well-resourced the evidence tells us that threatened species can be brought back from the brink of extinction. With a 100-plus year history and Australia's strongest and longest-lived collection of data and surveys, BirdLife Australia brings a wealth of observation and experience to the protection of native birds.

BirdLife Australia is a diverse organisation with more than 330,000 supporters, donors, volunteers, campaigners, and members, over 130 staff across Australia, and a network of more than 40 voluntary community groups.

A significant part of BirdLife Australia's work is done by volunteers acting either alone, in organised groups or serving on Committees. It is important that all staff understand and appreciate the contribution made by volunteers, and are also mindful of their varying skills, interests and motivations.

BirdLife Australia acknowledges the important role First Nations People throughout Australia have played, and continue to play, caring for Country. We acknowledge their continuing connection to land, sea and community and pay respect to Traditional Owners and their cultures, and to their Elders both past and present. BirdLife Australia endeavours to facilitate the further engagement of Indigenous Australians in the research and conservation of our native birds.

The role

The Senior Manager ICT provides strategic leadership and operational management of BirdLife Australia's information and communications technology (ICT) functions, ensuring technology investments, systems and services support the organisation's strategic objectives.

Working closely with the Executive Director Finance and Business Improvement and the Executive Leadership Team, the role is responsible for contributing to the development and implementation of ICT strategy, driving digital transformation, strengthening technology governance and risk management, and ensuring the effective, secure and reliable delivery of day-to-day ICT services.

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The role combines forward-looking strategic planning with hands-on operational leadership, continuous improvement and effective management of internal resources and external technology partners.

Position title

Senior Manager ICT

Status

This is a full-time (37.5 hours per week) position offered on a fixed-term contract.

Staff reporting

ICT Operation Specialist, Junior Salesforce Administrator, Finance and Business improvement Advisor.

Remuneration / Job Level

Full-time salary at Level 5 (based on published Level / Grade Remuneration Scales)

Location

The position is based at the BirdLife Australia National Office in Collingwood, Melbourne.

Reporting

This position reports to the Executive Director Finance and Business Improvement.

Key relationships

Internal: Executive Leadership Team, Directors, Senior Managers and Managers, IT Governance Group, Board and Governance Committee members, ICT team.

External: External consultants / vendors.

Travel requirements

Some travel within Australia may be required from time to time.

Duties

The Senior Manager ICT is accountable for providing strategic ICT leadership, overseeing the delivery of technology and digital transformation initiatives, and ensuring effective, secure and reliable ICT operations. Key responsibilities include the following:

ICT Strategy , Governance and Planning

Support the Executive Director Finance and Business Improvement in shaping and implementing the organisation's ICT strategic direction, strengthening technology governance, managing ICT investments and risks, and ensuring technology capabilities support organisational priorities and operational effectiveness.

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- Contribute to the development, review and continuous improvement of BirdLife Australia's ICT strategy and technology roadmap, ensuring alignment with organisational strategic priorities, operational needs and emerging technology opportunities.
- Provide strategic advice to the Executive Director Finance and Business Improvement and the Executive Leadership Team on technology investments, digital capabilities, emerging technologies and opportunities to improve organisational effectiveness.
- Strengthen ICT governance frameworks, policies and decision-making processes to support effective technology investment, risk management, security, compliance and accountability.
- Oversee the development and continuous improvement of ICT cybersecurity, information security, disaster recovery and business continuity arrangements to protect organisational information and critical technology services.
- Work collaboratively with relevant business leaders to support improvements in data governance, system integration, data quality and the use of technology and information to enable evidence-based decision-making.
- Develop and maintain a forward-looking ICT investment and resource plan, considering organisational priorities, financial sustainability, technology lifecycle management and operational requirements.
- Develop business cases and recommendations for proposed technology investments, including assessment of costs, benefits, risks, organisational impact and alignment with strategic priorities.

ICT digital transformation program

- Work collaboratively with the Digital Engagement Program Manager to support the successful transition of the Digital Engagement Program from project implementation to business-as-usual operations, ensuring appropriate operational support and ongoing service sustainability.
- Lead the ongoing review and implementation of BirdLife Australia's ICT transformation roadmap, ensuring initiatives remain aligned with organisational strategic priorities, emerging technology opportunities and available resources.
- Oversee the delivery of ICT transformation initiatives, including monitoring progress, managing dependencies and resources, and ensuring projects achieve agreed objectives, timelines and expected outcomes.
- Partner with business leaders to identify, evaluate and prioritise opportunities for digital innovation, automation and technology-enabled business process improvements that enhance organisational efficiency, effectiveness and stakeholder experience.
- Ensure digital transformation initiatives have clearly defined organisational benefits and appropriate measures of success, including system performance, user adoption, operational efficiency and value for money.
- Champion organisational change and the effective adoption of new technologies through stakeholder engagement, communication and collaboration with relevant business teams.

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- Support effective governance of the ICT transformation program, ensuring appropriate oversight of priorities, changes, risks and issues, with timely escalation and recommendations to relevant decision-making groups.
- Oversee ICT transformation program budgets, monitor expenditure and provide regular progress, financial performance and risk reporting to the Executive Director Finance and Business Improvement and relevant governance groups.

ICT Operations and Program Delivery

- Establish and maintain fit-for-purpose project and program management processes, tools and reporting arrangements to support the effective delivery of ICT initiatives.
- Lead assigned ICT projects and initiatives, and provide guidance and oversight to designated project managers, ensuring delivery against agreed objectives, timelines, budgets and quality standards.
- Ensure ICT solutions and projects comply with approved technology principles, policies, security requirements and governance processes, seeking appropriate endorsement where required.
- Oversee the effective and reliable delivery of day-to-day ICT services, including technology infrastructure, business applications, systems support, service availability and timely resolution of operational issues.
- Identify and implement continuous improvement opportunities within ICT operations and business systems to enhance service efficiency, reliability, user experience and organisational effectiveness.
- Manage relationships and performance of external ICT service providers, vendors and technology partners, ensuring contractual obligations, service standards and value-for-money expectations are met.
- Establish, monitor and report on ICT operational performance measures, service delivery standards and improvement priorities, balancing immediate service requirements with longer-term organisational needs.
- Ensure new and upgraded ICT systems are effectively transitioned into ongoing operations, including appropriate documentation, support arrangements, knowledge transfer and service readiness.
- Coordinate and support the development and delivery of end-user training and guidance to promote effective, secure and consistent use of organisational technology systems.

Team leadership

- Provide effective leadership and direction to the ICT team, establishing clear responsibilities, priorities and performance expectations aligned with organisational objectives.
- Build and develop the capability of the ICT team through coaching, professional development, knowledge sharing and succession planning, ensuring the team is equipped to meet current and emerging technology needs.
- Establish and monitor individual and team performance objectives, supporting accountability, continuous improvement and the delivery of high-quality ICT services.

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- Foster a positive, inclusive and collaborative team culture that encourages open communication, problem-solving, innovation and effective working relationships across the organisation.
- Promote a strong customer-focused and service-oriented culture within the ICT team, ensuring responsiveness to organisational needs and a commitment to quality service delivery.
- Support effective workforce and resource planning, balancing team capacity, operational service requirements and delivery of strategic ICT initiatives.

Selection criteria

Skills and experience

- Bachelor's degree in Information Technology, Information Systems, Computer Science, Business Information Systems or a related discipline.
- Minimum five years' demonstrated experience in ICT leadership and management, including strategic planning, operational service delivery and technology project or program management.
- Demonstrated experience contributing to ICT strategy, developing technology roadmaps and aligning technology priorities and investments with organisational objectives.
- Sound understanding of ICT governance, cybersecurity, information management, technology risk management and business continuity principles.
- Demonstrated experience managing business technology solutions, including customer relationship management (CRM) systems, digital and web technologies, business applications and document management systems.
- Demonstrated ability to balance strategic ICT leadership and project or program delivery with hands-on operational responsibilities in a resource-constrained environment.
- Proven experience in ICT budget management, technology investment planning, vendor management and oversight of external service providers.
- Demonstrated leadership and people management capabilities, including team development, performance management, coaching and fostering a collaborative and service-focused culture.
- Strong communication, stakeholder engagement, negotiation and problem-solving skills, with demonstrated ability to work collaboratively with senior leaders and translate organisational needs into practical technology solutions.

Desirable

- Postgraduate qualification or relevant professional certification in ICT management, digital transformation, cybersecurity, business administration or a related discipline.
- Demonstrated experience working in a not-for-profit, membership-based or purpose-driven organisation, with an understanding of the opportunities and challenges associated with limited resources and diverse stakeholders.

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- Experience leading complex ICT transformation programs, including technology implementation, organisational change management and transition to business-as-usual operations.

Workstyle, attributes and attitudes

- Energetic, hands on, pragmatic ICT professional who takes accountability; leads by example and exercises sound judgement.
- Well-structured, change oriented and results focused.
- High-energy, drive and resilience.
- Values honesty.
- Innately inclusive, ability to generate respect and creates a trusting work environment.
- Works positively, effectively and sensitively with a wide range of people.
- Reliable and responsive.
- Good listener, reflective and self-aware.

Essential

Living our Values

- Promote and role model appropriate behaviours that support BirdLife Australia's culture and values.
- Actively demonstrate organisational values.

<i>Passion</i>	<i>Excellence</i>	<i>Leadership</i>	<i>Collaboration</i>	<i>Integrity</i>	<i>Impact</i>
We bring people together around a love of nature	Science and knowledge is at the centre of everything we do	We empower and inspire people to lead with courage and purpose	We embrace diversity and work in partnership with mutual respect	Our success is based on experience, honesty, trust and fairness	We think globally, lead nationally and act locally

OH&S statement

Employees and potential employees should be aware that the requirements of the position include, but are not limited to:

- Limited attendance at evening or weekend meetings.
- Possible driving for extended periods and interstate travel.
- Long periods of sedentary desk and computer duties and telephone use.
- Possible lifting and moving of heavy equipment and objects.
- Overnight and weekend work in the field and at conferences.