

Job Description

Enterprise Platforms Lead

Department	Fundraising and Technology
Reports to	Head of Data and Engineering
Direct Reports	Nil
Grade	4
Status	Full-time, 12 Month Fixed-term Contract
Location	Greenpeace's normal places of business and/or employee's home (subject to role demands)
Last reviewed	October 2026

Role Purpose

The Enterprise Platforms Lead is responsible for implementing, supporting and improving Greenpeace Australia Pacific's (GPAP's) internal business applications, including Workday, IT service management (ITSM) and other applications assigned to the role.

The role combines hands-on implementation leadership with ongoing platform ownership, leading delivery from requirements analysis and solution design through testing, migration, go-live and support. It maximises standard platform functionality, low-code configuration and approved AI capabilities to deliver sustainable solutions that simplify work, strengthen controls and improve staff experience.

Working closely with Finance and People and Culture (P&C), the role translates business requirements into integrated platform solutions that support financial management, payroll, workforce administration and employee lifecycle processes. It also partners with IT Operations, the AI & Data Platforms Lead, other Platform Leads and implementation partners to improve workflows, maintain data integrity and ensure solutions meet business needs and GPAP's technology, security and governance standards.

The Enterprise Platforms Lead is accountable for application delivery and technical readiness. Business owners retain accountability for their processes, policies, data, content and business acceptance, while IT Operations and other service owners retain accountability for the services delivered through ITSM .

Greenpeace Values	Greenpeace Mindset
Global Mindset	Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.
Trust and Respect	
Values People	
Knowledge Sharing	
Goal Orientated	
Cutting Edge	

Key Metrics
Platform Governance
Platform Adoption
Vendor Oversight
Data Integration and Quality
User Experience and Staff Enablement
Project and Service Delivery

Role Responsibilities	
Platform Governance	
Key Metric	How Success is Measured
Clear ownership, prioritised roadmaps and effective controls across Workday, ITSM and other assigned internal applications.	• Own platform roadmaps, lifecycle plans, backlogs and configuration standards, aligned with GPAP's Digital Transformation Strategy and enterprise architecture. • Review proposed applications and material changes for business fit, security, integration, support requirements and total cost before implementation. • Maintain appropriate access, approval, release and audit controls, including segregation of duties for sensitive finance, payroll and employee processes. • Maximise standard platform capabilities and minimise unnecessary customisation and duplication. Ensure embedded AI capabilities follow GPAP's AI governance requirements.

	• Partner with Finance, P&C, IT Operations and other business owners to establish clear application ownership, governance and decision-making responsibilities, including for Workday workflows, financial approvals, payroll, employee-related processes and ITSM. • Facilitate cross-functional decisions where platform configuration, business processes, financial controls or employee impacts intersect, ensuring requirements and risks are understood before changes are approved.
Platform Adoption	
Key Metric	How Success is Measured
Staff confidently use enterprise platforms, supported by effective training, accessible guidance and sustained adoption.	• Work with business owners and change resources to assess impacts and prepare staff for new platforms and major changes. • Establish a network of departmental champions and self-service resources to build internal capability and reduce reliance on specialist support. • Monitor platform usage, training feedback and recurring support requests to identify adoption barriers and target improvements. • Work with Finance, P&C, IT Operations and other business owners to coordinate role-based training, communications, onboarding and practical guidance for platform implementations and major changes, ensuring employees and managers understand new processes, responsibilities and system functionality.
Vendor Oversight	
Key Metric	How Success is Measured
Implementation and support partners deliver agreed outcomes, quality and service levels within approved budgets.	• Act as the primary platform contact for Workday, ITSM and other assigned application providers and implementation partners. • Define and monitor deliverables, acceptance criteria, responsibilities and dependencies with vendors and business owners. • Coordinate vendor backlogs, releases and support priorities, monitoring progress against agreed milestones, budgets and service levels. • Review solution recommendations and delivered work for business fit, maintainability, integration, security and compliance with approved standards. • Escalate delivery and service risks promptly, track corrective actions and ensure partners provide adequate documentation and knowledge transfer.
Data Integration and Quality	
Key Metric	How Success is Measured

Accurate, secure and reliable data flows across enterprise applications, supporting trusted operational processes and reporting.	• Define application integration requirements and data mappings with business owners, the MarTech Platforms Lead, the Salesforce Platforms Lead and the AI & Data Platforms Lead. • Ensure interfaces have appropriate monitoring, error handling and reconciliation controls; coordinate resolution of failed transfers and data discrepancies. • Maintain source-application validation and access controls, applying enterprise data standards established with the AI & Data Platforms Lead. • Ensure sensitive employee, payroll, financial and organisational information is handled in accordance with approved privacy, security and retention requirements. • Work with Finance, P&C and other business owners to define data ownership, validation rules, reconciliation requirements and reporting needs across workforce, payroll, financial and other enterprise systems. • Coordinate data cleansing, migration, cross-functional testing, validation and reconciliation during implementations and system changes. Resolve discrepancies with the relevant business owners and obtain business acceptance before go-live.
User Experience and Staff Enablement	
Key Metric	How Success is Measured
Enterprise applications simplify staff tasks, improve access to information and reduce avoidable manual work.	• Configure and improve Workday workflows and operational reporting within approved scope, while business teams retain ownership of policies, processes and decisions. • Partner with IT Operations and other service owners to design and continuously improve the ITSM service catalogue, request forms and workflows, making support easier to access while recognising that service owners remain accountable for the services delivered through the platform. • Partner with Finance, P&C and other business teams to map and improve internal processes, translating requirements into practical workflows, approvals and self-service capabilities that reduce duplication and avoidable manual work. • Use staff feedback, task completion times, manual handoffs and support trends to prioritise improvements and demonstrate benefits.
Project and Service Delivery	
Key Metric	How Success is Measured
Implementations meet agreed scope, milestones and budgets, with documented acceptance and	• Lead implementation and ongoing support of Workday, ITSM and other assigned internal applications. • Maintain delivery plans, budgets, dependencies, risks and decisions, coordinating business teams, implementation partners and other Platform Leads.

reliable ongoing application support.	• Lead configuration, integration, testing, migration and cutover activities; secure business acceptance and provide technical readiness recommendations before go-live. • Establish training, documentation, hypercare and ongoing support arrangements before transitioning implementations into normal operations. • Manage application incidents, problems, enhancements and releases against agreed priorities and service levels, including testing vendor updates. • Report delivery progress, service performance and unresolved risks. Coordinate retirement of replaced applications only after records, access and business continuity requirements have been addressed. • Establish and document application support responsibilities with IT Operations and other service owners. IT Operations retains ownership of its service desk and infrastructure services, while the Enterprise Platforms Lead provides platform implementation, configuration and lifecycle leadership.
Compliance with Framework Conditions	
Key Metric	How Success is Measured
Compliance with Greenpeace policies, integrity standards and applicable organisational controls.	• Abide by GPAP Code of Conduct and related Integrity Policies. • Ensure personal and professional activities do not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Chief Operating Officer). • Ensure assigned platforms comply with GPAP's privacy, security, data and AI governance requirements.

Role Requirements

Knowledge

- Strong practical knowledge of Workday platform configuration, business processes, security roles, reporting and release management, with depth in one or more relevant functional areas.
- Understanding of finance, HR, payroll and procurement workflows and the controls needed to support them.
- Knowledge of SaaS platform governance, ITSM practices, integration concepts, data migration, access controls and application lifecycle management.
- Understanding of intranet and knowledge management principles, including information architecture, content governance, search and responsible use of embedded AI.

Skills

- Practical implementation leadership: planning, requirements analysis, process improvement, configuration, testing, cutover and transition to support.
- Ability to translate business needs into maintainable solutions and resolve application issues with users and technical partners.
- Strong stakeholder engagement, facilitation and vendor management; ability to coordinate delivery without direct line authority.

- Sound prioritisation, budget tracking, risk management and governance reporting across implementation and ongoing support demands.
- Clear technical documentation, user training and change enablement skills.

Experience

- Minimum five years' experience in enterprise application implementation, platform ownership or business systems leadership.
- Demonstrated hands-on Workday implementation experience, including substantial responsibility for a functional or technical workstream through go-live and transition to support (essential).
- Experience supporting and improving live enterprise applications, including releases, incidents, access and vendor performance (essential).
- Experience delivering through a combination of internal teams and implementation or managed service partners (essential).
- Experience implementing ITSM platforms, intranets or knowledge management solutions (desirable).
- Experience with document automation, electronic-signature tools, application replacement or consolidation (desirable).
- Experience in a nonprofit or purpose-driven organisation (desirable).

Qualifications

- Bachelor's degree or equivalent professional experience in technology, information systems, business or a related field.
- Relevant Workday training or certification (desirable).
- ITIL, project management, Agile/SAFe or change management qualifications (desirable).

Employee Commitment

Signature:

Date: