

Position Description

Title	ICT Business Partner
Business Unit	ICT Corporate & Financial Services
Location	130 Lonsdale Street, Melbourne
Employment type	Full Time, Ongoing
Reports to	Manager, ICT Business Partnerships

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This position works closely with the Business Partnership Manager to facilitate substantive engagement with all divisions and sites across Uniting to ensure that the information technology used in supporting client services is reliable, productive and relevant.

This role ensures that there is a measurable and significant satisfaction with ICT services. ICT Business Partners are expected to ensure that all Uniting staff can contribute to the development of the tools and services required for efficient service delivery and to specifically focus on one or more dedicated regions within Uniting.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- ICT Business Partnership Manager
- Chief Information Officer

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ICT Business Partner

- ICT team
- CIO Advisory group
- Operational managers / Site managers
- Senior Leadership Group and Executive Leadership Team

External

- Vendors and partners - project managers/specialists
- Other Uniting Church organisations:
 - Uniting Church in Australia - Synod of Victoria and Tasmania,
 - Uniting AgeWell
 - Uniting NSW/ACT
 - UnitingCare Queensland

4. Key responsibility areas

ICT Services

- Function responsibility in relation to ICT Services:
 - Advocacy
 - Service performance
 - Client satisfaction
 - Planning
 - Service effective
 - Service development
 - Project initiation
 - Change and transition

Client Engagement Framework

- Assist with the planning and implementation of the Uniting ICT client engagement strategy
- Assist with the development of a comprehensive site audit and service consumption reporting framework.
- To assist with the development and implementation of an ICT marketing and information strategy
- To assist with the development and establishment of a client reporting strategy using client defined key performance indicators for a specific region
- To be responsible for delivering the agreed client relationship strategies for a specified region of uniting.

Working with the Organisation

- To assist all regional areas to maximise productivity through ICT: innovation, transformational change and performance measurement.
- To increase awareness of the benefits of standardisation, centralisation and aggregation on resilience and reliability
- To assist in the scheduling testing of risk mitigation and business continuity strategies
- To regularly survey and measure client satisfaction
- To advocate on behalf of the business in the area of ICT in relation to
 - Development
 - Projects,
 - Service difficulties and related matters.
- To work around 50% of the time from the primary location and 50% from other sites as nominated
- To be prepared to travel to Uniting sites to promote and enhance Uniting ICT services.
- Provide on call for critical escalation as required

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person specification

Qualifications

- Tertiary qualifications in Business, ICT, Planning or related discipline

Experience

- Proven experience in reviewing, planning and recommending technology strategies to meet required business outcomes.
- Broad experience in understanding business drivers, reporting and marketing of services and the use of standards and best practice.
- Demonstrated experience within a multi-site enterprise.
- Proven experience in engaging with professional staff
- Strong interpersonal and communication skills

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values. [\(this is mandatory in all position descriptions\)](#)
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Experience in the development and implementation of enterprise-wide client engagement, client satisfaction measurement and informational strategies.
- Experience in the planning and implementation of local and regional client engagement strategies.
- Proven engagement skills and the ability to provide and influence a change agenda to a range of stakeholders, including suppliers, staff and senior management.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: