

# Position Description

<b>Title</b>	Manager, ICT Business Partnerships
<b>Business Unit</b>	Information Communication Technology   Corporate & Financial Services
<b>Location</b>	130 Lonsdale Street, Melbourne
<b>Employment type</b>	Full Time, Ongoing
<b>Reports to</b>	Head of Information Communication Technology (ICT)

## 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 will work closely with the Chief Information Officer (CIO) to ensure that there is substantive engagement with all divisions and sites across Uniting to ensure that the Information Communication Technology (ICT) used in supporting client services is reliable, productive and relevant. This is an important role, in ensuring that there is a measurable and significant satisfaction with ICT services. The role is expected to ensure that all Uniting staff can contribute to the development of the tools and services required for efficient service delivery.

Working as a member of the ICT management team, the Business Partnership Manager will provide business focused, strategic and operational advice and services for delivery. They will identify and promote new ways of working and empowering approaches to IT services in support of delivering on the business plan.

## 2. Scope

**Budget:** To be confirmed

**People:** ICT Business Partners

## 3. Relationships

### Internal

- Head of ICT
- ICT management team

## Position Description

### ICT Business Partnership Manager

- 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

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## 4. Key responsibility areas

### Function Responsibility

- 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

- Plan and implement the Uniting ICT client engagement strategy
- Develop a comprehensive site audit and service consumption reporting framework.
- Develop and implement ICT marketing and information strategy
- Develop and establish a client reporting strategy using client defined key performance indicators

### Working with the organisation

- To assist all business areas to maximize productivity through ICT: innovation, transformational change and performance measurement.
- To increase awareness of the benefits of standardisation, centralization and aggregation on resilience and reliability
- To assist in the scheduling of 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 be prepared to travel to Uniting sites to promote and enhance Uniting ICT services.

### People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)

## Position Description

### ICT Business Partnership Manager

- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

#### Personal accountability

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

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## 5. Person specification

### Qualifications

- Relevant tertiary qualifications in Business, ICT, Planning or related disciplines
- Post graduate qualifications in Business or other relevant area (*desirable*)

### 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 managing professional staff
- Strong interpersonal communication skills

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Demonstrated knowledge and skills in the methods, frameworks, practices, standards and governance for the strategic planning, management and delivery of Information and Communication Technology services in a complex service environment.
- Significant experience in the development and implementation of enterprise wide IT functions and complex technologies.
- Demonstrated ability to monitor and identify strategic information and issues and the potential impacts on a large not-for-profit environment.
- Ability to identify, assess and escalate risks according to the Risk Management framework.
- Proven negotiation skills and the ability to provide and influence a change agenda to a range of stakeholders, including suppliers, staff and senior management.

## Position Description

### ICT Business Partnership Manager

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#### 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.

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

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#### 7. Acknowledgement

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

##### Employee

Name:

Signature:

Date: