

Position Description

The Role

Title:	Head of Digital Transformation
Purpose Statement:	To design, develop and lead implementation of a comprehensive strategy for digital services, systems, processes and best practice for SANE.
Team:	Digital Transformation
Reports to:	Chief Executive Officer
Direct reports:	IT and Systems Manager
Location:	Melbourne
Employment Status:	Full time, 12-month fixed term

Key Functions:

- Responsible for providing the strategic and operational leadership, including the review of the current state and development of an overarching digital strategy and roadmap incorporating software, hardware, services, website and systems.
- Create and embed a prioritisation approach to establish a roadmap incorporating software, hardware, services, website and systems with the relevant processes, tools and metrics to support the organisation objectives and growth opportunities.
- Work closely with the CEO, Executive and Management team to create plans for and be the catalyst of the organisation's future growth and improved organisational efficiency in digital engagement, digital platforms, co-design platforms and user experience.
- Collaborate with the organisation to procure and implement best-fit systems, and drive human centred design of existing or potentially new systems to maximise the benefit of stakeholders, prioritising the experience for our service users, and our ability to support outcomes and measure impact.
- Design and develop programmes to implement transformational change using digital systems, services and tools which will enable the organisation to deliver services that are efficient and highly effective.
- Embedding and accelerating new ways of working by supporting SANE Group's move to full use of Microsoft 365 and potential Azure deployment.
- Develop and lead the end-to-end implementation of the Salesforce roadmap to amplify the SANE Group's functions and capabilities.
- Ensure the entire organisation leverages the entire suite of applications and services available through education and awareness campaigns for our people.
- Ensure rigorous privacy, security and compliance in line with appropriate legislation, policies and standards across all SANE activities.
- Manage the technology budget, including technology platform, applications and services
- Manage and lead the IT team to assist with the deployment of the strategy and provide operational support.

Quality and Safety

- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Maintain compliance in relation to information security standards and relevant compliance frameworks.

People and Culture

- Embrace the SANE Australia values in everything you do.
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
- Value the strengths of team members, partners and supporters, and contributing to an environment where all strengths are valued.
- Adhere to SANE's policies and procedures.

Key Selection Criteria:

Qualifications

- Bachelor's degree in information technology or related field (computer science; information science; software engineering)

Skills & Expertise

- Experience leading digital implementation and transformation projects minimum 5 years leading or playing a senior role in substantial projects of 6-12 months in duration (experience with 2+ digital transformation projects minimum).
- Should possess strong knowledge on Microsoft Office 365, particularly in relation to development and rollout;
- Previous hands on technical project management experience within a complex environment;
- Strong project management, multitasking, and decision-making skills;
- Experience with information security standards, compliance frameworks, implementing security technologies, and enabling the upskilling of our people in cyber security awareness
- Capable of effective resource management (incl. prioritising, delegating & mentoring);
- Strong interpersonal skills and an ability to work with senior leaders to foster a team environment and build a thriving people-centred organisation;
- Ability to lead and bring a team together through a time of change;
- Able to manage effectively a number of competing priorities;
- Ability to influence, negotiate and prioritise expectations in a flexible and fast paced environment
- A strategic thinker with ability to lead by example demonstrating an ability to deliver set objectives and strategic priorities
- Experience with developing tenders/procuring services from System Integrators/managed IT services/software and other IT related contractors

Experience in:

- Deployment of Microsoft Office 365 and Teams
- Salesforce application and platform
- Experience in Khoros highly desirable
- Website, customer portal design and development
- User experience/human centred design
- Analytics and measurement
- Experience in community codesign and consultation
- Digital service design and implementation and IT Strategy
- Working at senior management, leading and partnering with teams