



## Position Description

### Senior Manager Transformation

<b>Position Title</b>	<b>Senior Manager – Transformation</b>
<b>Level</b>	Level 8.1 (SCHADS Award)
<b>Employment Benefits</b>	17.5% Leave loading, mandated superannuation, plus salary sacrificing available
<b>Hours of Work</b>	38 hours per week – Full Time
<b>Location</b>	Level 12/ 127 Creek Street Brisbane Queensland 4000
<b>Reports To</b>	Chief Executive Officer
<b>Length of Contract</b>	12 months, with possibility of extension
<b>Last Review of Position</b>	August 2021

### About Volunteering Queensland

---

Volunteering Queensland is the state's peak body for advancing and promoting volunteering. Incorporated on 26 January 1983, we are a not-for-profit with a membership of over 300 volunteer involving organisations and a wider network of thousands more. We represent Queensland's more than three million formal and informal volunteers who support and enhance the lives of all Queenslanders through their spirit of generosity and giving.

Our vision is – strong, connected communities through volunteering, and our sole focus is volunteering. The broad scope of our work sees us collaborating with all levels of governments, as well as state and national peak bodies, networks, organisations and businesses that involve volunteers and have an interest in volunteering, and individuals who want to make a difference through volunteering. We do this through support, advice, advocacy, training, resource development, information sharing, research, policy, consultancies, recognition events, and capacity-building initiatives.

### About the Position

---

The Senior Manager Transformation is responsible for Volunteering Queensland's ICT, Marketing and Events operations, development and footprint within the organisation. The role leads our skilled and committed ICT and Marketing and Events Teams advocating for and delivering on the strategic direction and contribution of each discipline both internally and externally. This position is responsible for driving and transforming Volunteering Queensland's successful application of technology and communications mediums to support the needs of the organisation, our sector and the contemporary fast-changing volunteering environment.

The role forms part of the Volunteering Queensland Executive Team and is a key contributor to decision making, strategic direction and to relevant internal and external committees/ forums.

Technology and digital transformation have been highlighted as a key priority area in Volunteering Queensland's 2022 – 2026 strategic plan and critical to the continued growth, development and sustainability of the organisation. Embracing technology and a digital presence are seen as vital in innovating Volunteering Queensland's service delivery and this role is instrumental in successfully delivering this strategic priority area.

## Position Responsibilities

---

In consultation with the Chief Executive Officer and key operational stakeholders:

- Leading, managing, supporting and further developing Volunteering Queensland's ICT, Marketing and Events Teams
- Managing, designing and delivering processes and systems that best gather data and metrics to provide fact-based, analytical and statistical reporting for the organisation and for all levels of government and stakeholders
- Actively contribute to Volunteering Queensland's Senior Management Team to successfully deliver the organisation's strategic plan
- Developing and implementing an ICT, Marketing and Events strategic framework, roadmap, operational and implementation plan to utilise and maximise the capability and capacity of Volunteering Queensland's technology and usage of systems and services
- Auditing, mapping, designing and managing Volunteering Queensland's ICT, Marketing and Events workforce structure.
- Supporting and developing the capability and productivity of the ICT and Marketing and Events Teams into the future
- Maintaining existing service contracts and relationships, while building new opportunities and partnerships with key stakeholders in the ICT and communications environments
- Managing and minimising all risk associated with Volunteering Queensland's ICT and communications mediums
- Monitoring, analysing and reporting on organisational performance against targets
- Developing and maintaining effective working relationships with Volunteering Queensland staff and volunteers, stakeholders
- Ensuring the development and updating of resources, policies, procedures and training required to support ICT systems and equipment
- Supporting effective mitigation and management of organisational culture and change management issues related to ICT and communications
- Ensuring Volunteering Queensland is getting value from their existing ICT and communications service agreements
- Ensuring all Volunteering Queensland ICT and communications systems remain up to date and are best for the organisation and sector

## Qualifications, Skills and Experience

---

### ***Essential***

- Expertise and experience in managing, maintaining and developing ICT and communication mediums as they relate to the effective functioning of a small/ medium organisation serving a large industry sector
- Proven proficiency in leading a high performing, small ICT and communications teams
- Experience in being a part of and contributing to a senior management team
- Expertise in digital technologies (Salesforce, Mailchimp, Canva, Adobe Creative Cloud, Office 365, Azure)
- Knowledge of and successful experience in implementing positive customer experience initiatives (i.e. prioritising the voice of the customer)
- Demonstrated successful experience developing and delivering transformative, innovative technology projects
- Mindset to be able to translate technical terminology to the needs of business users, and vice-versa
- Provide high level software and hardware architectural design and direction

- Ability to trouble-shoot, prioritise competing demands and meet deadlines in a busy environment with multiple stakeholders
- Excellent written, aural and oral communication, networking and relationship building skills
- High level report writing and analytical skills
- Self-motivated with high degree of self-management
- Ability to work in a team environment in an honest, patient and respectful manner
- Effective time management skills and ability to prioritise tasks and meet expected deadlines

### ***Desirable***

- Salesforce Admin Certification
- Understand and mitigate technical debt
- Knowledge of technical governance
- Experience in building budgets
- Knowledge of Volunteering Queensland and the broader not-for-profit sector
- Knowledge of the local, state and federal government sectors
- Demonstrated ability to lead and contribute to a team environment

### **Personal Attributes**

---

All Volunteering Queensland staff and volunteers are at all times expected to lead by example and demonstrate Volunteering Queensland's values, which are that we:

- Operate with integrity and commit to being inclusive, collaborative, innovative and compassionate
- Believe in the power of volunteering

Other personal attributes required to do this job effectively:

- Strong work ethic and a desire to successfully get the job done
- Ability to work independently and be a pro-active self-starter
- Willingness to work collaboratively, as part of a team and to share information and expertise
- Professional, friendly, helpful, effective, and efficient approach
- Well-developed interpersonal and oral, aural and written communication skills
- Systematic, organised approach and attention to detail
- Strong problem-solving and creative thinking abilities
- Proven ability to develop strong sustainable relationships with internal and external stakeholders
- Commitment to a high level of customer service

### **Key Relationships**

---

- All internal teams, staff, volunteers, the board and committees
- ICT, marketing and event partners and suppliers
- Volunteering Queensland project partners
- Relevant federal, state and local government agencies
- State, Territory and national volunteering peak body peers
- Current and potential Volunteering Queensland members
- Volunteer involving organisations
- Other relevant Volunteering Queensland partners

### **Please Note**

---

- All contracts with Volunteering Queensland are reviewed regularly and are renewed subject to funding and performance



- Where applicable, Volunteering Queensland staff are required to have a Blue Card. The cost of the Blue Card check will be met by Volunteering Queensland.
- It is a condition of employment that you agree to participate in a required background check. The cost of any required checks will be paid for by Volunteering Queensland. These include:
  - Right to Work in Australia
  - Qualification or Professional Membership verification checks
  - Criminal History check