

POSITION DESCRIPTION

Position title	Head of Technology		
Hours	Full time	Contract terms	Permanent
Location	Sydney	Department	Finance & Operations
Reporting to	General Manager Finance & Operations	Number of Direct Reports	3

Primary Purpose

The Head of Technology will be responsible for developing the organisation's information and communications technology capability and providing the organisation with a suite of fit-for-purpose and high-performing systems and services. This role will have oversight and a focus on optimising all digital, data and technology platforms and functions at Redkite to increase organisational effectiveness and efficiencies, enhancing the experience for our donors and families facing childhood cancer.

The Head of Technology will be responsible for:

- developing and executing a technology strategic plan and roadmap
- building the organisation's digital capability
- Salesforce optimisation
- leading the implementation, adoption and management of systems that effectively support the organisation's teams and operations
- leading data governance and analytics to support business needs and decision making
- overseeing technology projects and operations activities
- building strong engagement with stakeholders (internal and external).

Key Focus Areas

Strategy

- Design and development of a Technology Strategic Plan, including a roadmap from current to future state, ensuring alignment with Redkite overarching Strategy and industry practice.
- Management and delivery of the strategy, on time and within budget
- Lead ongoing development and roadmap for our Customer Relationship Management (CRM) platform, Salesforce.

- Within the overall strategy, support, promote and successfully deliver new technology solutions across the organisation in relation to both technology and organisational change management.
- Management of Technology & data governance frameworks which drive operational efficiencies and effectiveness.

Operations

- Overall responsibility for delivery, management and security of Technology services, in a timely, cost effective and efficient way, balancing the use of in-house and external resources appropriately.
- Plan and manage the IT budget and spend, including asset management.
- Ensure appropriate and best practice policies and processes are in place, including for end-users, technical infrastructure, data analytics, security, disaster recovery, and support services and performance monitoring.
- Lead new implementations, including project and change management.
- Responsibility for identifying, managing, and reporting all technology related risks.

Procurement and Contract Management

- Overall responsibility for sourcing and engaging new and managing ongoing ICT related contracts, supplier relationships and third parties.
- Overall responsibility for establishing resource needs and sourcing appropriate third parties for consideration to ensure optimal outcomes

Innovation/Value Creation

- Maintain currency with industry best practice and the latest digital, data and technology developments, to assist with selection of appropriate technology solutions and to ensure technology solutions are fit for purpose.
- Support the organisation to use technology to enhance the delivery of its services to families and enhance our supporter experience and revenue generation.
- Identify improvements to internal systems and processes, as well as identify new tools which support business-led innovation.
- Identify and deliver opportunities to deliver value through technology

Leadership and Innovation

- Provide high-level leadership and advice on business process transformation, digital and technology solutions, policies and governance.
- Provide expert strategic advice to the Senior Executive Team to influence decisions regarding the business initiatives, including digital innovation, change and business improvement.
- Actively participate as a senior leader and promote effective collaboration with other functions.

- Leadership and development of a high performing team culture
- Keep current with the latest technologies and industry best practice to assist with selection of appropriate technology solutions, supporting the organisation to use technology to enhance the delivery of strategies.
- Act as a trusted advisor to the organisation regarding emerging technologies including their opportunities and risks

Skills & Competencies

<p>Essential</p>	<ul style="list-style-type: none"> • Minimum 5 years' experience in IT management with highly developed people management skills • Demonstrated experience within Salesforce environment • Excellent knowledge of IT systems, infrastructure and databases • Solid understanding of application of technology solutions to non-profit environments, particularly for CRM/supporter & client engagement • A strong strategic and business mindset with experience in developing and delivering a Technology & digital strategic plan • Extensive experience in coordinating the delivery of multiple technical projects, with end-to-end IT project management and system implementation • Experience in managing multiple third-party vendors against delivery of objectives • Demonstrated success in effectively evaluating, selecting and engaging technology vendors and products • Genuine interest in technology innovations, proactive in keeping up to date with technology developments • Superior analytical and problem-solving capabilities • Excellent communication skills, ability to communicate clearly with both technical and non-technical audiences • Demonstrated success in building successful relationships and engagement with internal and external stakeholders • Ability to manage and prioritise work and deliver within set timeframes and budget. • Excellent project management and organisational change management skills
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Desirable	<ul style="list-style-type: none"> • Experience with a Salesforce implementation or significant Salesforce development project • Solid understanding of fundraising technologies • Sound judgement, strategic and creative thinking, and business intelligence, with the capacity to research and analyse issues and provide sound and appropriate advice • Ability to explore innovative solutions in delivering business solutions, in a service environment • Leadership of digital and technology business transformation
Qualifications & Education	<ul style="list-style-type: none"> • Relevant tertiary qualifications (Information Technology preferred)