

Job Description

Job title	ICT Project Coordinator
Reporting to	Chief Operations Officer
Classification level	RA 5
Salary range:	\$95,000 – \$110,000
Term:	Full time, fixed term till 30 June 2023
Location:	Canberra/Sydney

ORGANISATIONAL OVERVIEW

Reconciliation Australia is an independent, national, not-for-profit organisation promoting, facilitating reconciliation by building relationships, respect, and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. Our vision is for a just, equitable and reconciled Australia.

Role:

Reconciliation Australia has undertaken a significant digital transformation process over recent years. The ICT Project Coordinator will take on the task to complete the overall transformation particularly around our Salesforce platform, and will then advise and coordinate our digital evolution into the future. You will work closely with the Chief Operations Officer (COO), each of our teams, our IT staff and partners/providers.

POSITION DESCRIPTION

The ICT Project Coordinator will:

- Coordinate minor and major ICT projects to meet the goals of our digital evolution
- Facilitate the continuing development of our Salesforce platform and manage our SF Working Group
- Coordinate finalisation of the Reconciliation Australia SharePoint Project
- Coordinate simultaneous other ICT projects as agreed with the COO
- Contribute, with the IT Manager, to the ongoing implementation of the ICT Strategy
- Manage external contributing partners across all ICT projects

KEY OUTCOMES FOR THE POSITION

- On-time delivery of minor and major projects and provide expert advice on our digital evolution
- Significantly improve minimum usage of Salesforce and other agreed platforms across all teams within the organisation
- Better insights and reporting capability to support day-to-day activities, operations and management
- A greater level of service and communication with partners/business relations.
- Better outreach and marketing capabilities.

DUTIES AND RESPONSIBILITIES

- Work with the COO, IT Manager and other teams to provide guidance and advise on potential solutions/pathways to meet our current and future strategic ICT requirements
- Working closely with the IT Manager and Salesforce Working Group to manage the evolution of our Salesforce platform, including development of additional portals and Salesforce systems as required, with the aim of establishing organisation-wide efficiency and business continuity.
- Utilising principles of change management, work with staff and teams across the organisation to build staff confidence and capability to regularly use Salesforce to maximise the potential outcomes of the platforms.
- Work with teams and external providers to maintain improve various websites and platforms
- Work with the IT Manager and external providers to finalise the MS365 SharePoint project.

PROJECT MANAGER REPORTING REQUIREMENTS

1. Report to COO weekly on progress towards goals
2. Report to SET as requested on overall progress and plans
3. Organise Working Group meetings for each project to coordinate cross-team work
4. Produce a quarterly report summarising progress and work completed across all projects
5. Work with the COO every six months to update a forward plan (ICT Strategy) to meet the organisations ongoing ICT needs

KEY SKILLS / EXPERIENCE / ATTRIBUTES

Essential:

1. At least 5 years demonstrated work experience in project managing roles and at least 3 years in a Project Coordinator or Project Manager role
2. A demonstrated commitment and willingness to learn about reconciliation between Aboriginal and Torres Strait Islander peoples and other Australians
3. Self-motivated with ability to set and lead your agenda and workload with minimal supervision
4. Demonstrated successful outcomes working on large scale and complex deliveries
5. Experience using project management software and tools (i.e. Asana)
6. A working knowledge of Salesforce, MS365, SharePoint and supporting platforms
7. Sound written communication skills with the ability to communicate effectively and accurately to a broad range of audiences
8. A strong customer service mentality and genuinely enjoys working with people
9. An ability to prepare and interpret flowcharts, reports, schedules and step-by-step action plans
10. Strong client-facing and teamwork skills

Desirable

1. Experience working with Aboriginal and Torres Strait Islander communities and senior stakeholders
2. Accreditation in Project Management highly desired (eg: Agile (preferred); Scrum; Prince2)