

POSITION DESCRIPTION

POSITION TITLE:	DIGITAL PLATFORMS AND DATA SPECIALIST
OFFICE LOCATION:	National Council Secretariate Deakin West
REPORTS TO:	Director IT & Digital Services
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> National Council Secretariate staff State/Territory stakeholders in areas that use the digital platforms such as but not limited to, communications, marketing, shops, membership, social justice advocacy, etc.
CONDITIONS OF EMPLOYMENT:	Individual Employment Contract
HOURS OF WORK:	Permanent full time 76 hours per fortnight
REMUNERATION & BENEFITS	Superannuation at statutory rate Salary packaging available on completion of probationary period
PROBITY CHECKS	Two References National Criminal Record Check Working with Vulnerable People Check

OUR PURPOSE & VALUES

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

The Society aspires to be recognised as a caring lay Catholic charity offering a 'hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

SOCIETY OF ST VINCENT DE PAUL NATIONAL COUNCIL OF AUSTRALIA INC.

The St Vincent de Paul Society has lent the hand of support to Australians experiencing disadvantage for over 175 years. Almost 45,000 members and volunteers dedicate their time and talents to this important work in communities across the country.

As well as visiting individuals and families in their homes, the Society runs a range of programs to support people experiencing homelessness; family violence; mental illness; help for migrants and refugees; supported employment; addiction services; education and training; youth support services and Vinnies shops.

At the core of the Society's good work is a grassroots commitment to helping people break their own personal cycles of disadvantage. Our members and volunteers are on the ground, every day, acutely aware of the hardships that impact the social fabric of modern-day Australia.

ABOUT THE POSITION

The Digital Platforms and Data Specialist plays a critical role in the effective operation and strategic utilisation of digital technologies within the National Council Secretariate.

This specialist is responsible for the robust management of SaaS products including CMS, digital asset management systems, and various digital platforms, ensuring secure access, optimal performance, user support and comprehensive user documentation.

The role extends beyond administration to include gathering, analysing, and interpreting data to derive insights that decisively influence strategic decisions aligned with the National Council's 2023-27 Strategic Plan.

The ideal candidate will be highly proactive and meticulously organised, demonstrating the ability to work autonomously while effectively collaborating with teams. A strong commitment to the Society's mission and a keen ability to adapt to evolving digital landscapes are essential for driving the organisation's objectives forward.

KEY RESPONSIBILITIES

- **Platforms administration.** Administer user access and manage security protocols across various SaaS platforms to ensure both efficiency and protection of sensitive data.
- **User support and training.** Provide first-level support for troubleshooting IT and digital platform issues, assisting users with operational challenges and technical queries. Develop and conduct training sessions for users to enhance their understanding and effective use of digital platforms, ensuring they can leverage technology to its full potential.
- **Documentation.** Develop, update, and maintain comprehensive user documentation for all managed digital platforms to facilitate user self-service and training.
- **Data management.** Collect, analyse, and synthesise data from digital platforms and other sources to support strategic decision-making. Present these insights clearly to stakeholders to inform the Society's strategic direction.
- **Stakeholder engagement.** Collaborate closely with various teams to understand their data and technology needs. Work with vendors where appropriate to ensure that digital services and platforms are optimally configured and maintained. Manage vendor relationships to ensure service quality and timely delivery of digital products.
- **Actively support the mission of the Society** by aligning technology use and data management with the objectives outlined in the National Council's Digital Capability Strategy.
- **Innovation and continuous learning.** Stay abreast of emerging digital technologies and industry trends, proactively recommend enhancements for organisational effectiveness, and continuously develop relevant new skills and certifications.
- **Perform additional responsibilities** as necessary to meet evolving organisational needs and strategic objectives.

QUALIFICATIONS

- **Digital Platform Expertise**
 - Proven experience in managing various digital platforms, including CMS, digital asset management systems, Microsoft 365 and tools like Hotjar and Google Analytics.
 - Hands-on experience with managing access and configurations on platforms such as Facebook/Meta Business Manager, along with a solid understanding of Google Tag Manager and web tracking technologies.
- **Technical Skills**
 - Good knowledge in website technologies such as HTML, CSS, JavaScript, is crucial for managing and troubleshooting digital platforms.

- Proficient in general IT support tasks, including practical experience with Windows and Apple operating systems, Microsoft 365, and resolving common hardware issues.
- Data Management and Visualisation
 - Skilled in data management and analysis with the ability to collect, analyse, and present data using tools like Google Tag Manager and Facebook Pixel to support decision-making.
 - Familiarity with data visualisation tools and techniques, including but not limited to Google Analytics and Google Looker Studio, to effectively communicate data insights.
- Security and Compliance. Understanding of data privacy and cybersecurity policies and principles relevant to SaaS platform administration, ensuring adherence to best practices in security and data protection.
- Professional Development. Certifications or formal training in digital marketing, analytics, or related fields are highly regarded, underscoring a commitment to professional development and expertise.

OH&S RESPONSIBILITIES

The National Council recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our companions and our residents), that is safe and healthy.

The National Council Website Content Manager is responsible for ensuring that the activities they perform for National Council are conducted in accordance with the National Council OH&S policy in a manner that minimises any risk of injury or ill health.

KEY COMPETENCIES AND ATTRIBUTES

ESSENTIAL	<ul style="list-style-type: none"> ● Excels in strategic thinking, efficiently solving complex problems and deriving actionable insights, crucial for supporting organisational strategy and decision-making. ● Demonstrates exceptional organisational and problem-solving skills, adept at managing multiple tasks with precision and attention to detail. ● Communicates effectively, fostering collaboration and teamwork, while also demonstrating strong leadership abilities, essential for guiding teams and projects. ● Highly self-motivated, capable of working independently to take ownership and drive results, showing a strong sense of initiative. ● Focused on achieving measurable outcomes with a goal-oriented and structured approach to tasks, aligned with the Society's objectives. ● Proactively seeks new knowledge and embraces digital innovations, showing a keen interest in continuous learning and improvement, vital for staying ahead in digital technologies. ● Two years or more of experience in a related role.
DESIRABLE	<ul style="list-style-type: none"> ● Passionately contributes to non-profit organisations, leveraging technology and data to make a meaningful impact, aligning with the Society's mission. ● Working in the Not-for-Profit or the charitable sector.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION

	Frequency		
	Often	Sometimes	Rarely
Bending		✓	
Computer based tasks	✓		
Driving			✓
Kneeling			✓
Lifting			✓
Sitting	✓		
Standing		✓	
Walking		✓	

CULTURAL FIT

In addition to the selection criteria outlined above, the organisation will consider the cultural fit of all potential recruits to this position.

KEY RESULT AREAS / KEY PERFORMANCE INDICATORS

Key Result Area	Performance Indicators	Agreed Assessment Criteria	Employee's Assessment	Director Assessment
1. Platforms management and security	1.1 Ensure the stability, security, and efficient operation of all SaaS products. 1.2 Administer and manage user access controls, perform regular security assessments, and implement best practices in data protection.	1.1		
2. Data analysis and strategic support	2.1 Collect, analyse, and present data that supports strategic decision-making. 2.2 Provide actionable insights that align with the National Council's goals and strategic plan.	2.2		
3. User support and training	3.1 Provide timely and effective first-level support for IT and digital platform issues. 3.2 Develop and deliver digital platform strategies, training programs, that enhance user competence and confidence in utilising digital tools.	3.2		
4. Documentation and compliance	4.1 Maintain up-to-date, comprehensive documentation for all digital platforms to aid in user self-service. 4.2 Ensure all platform operations and uses adheres to organisational policies, standards and procedures.			

5. Stakeholder engagement and collaboration	5.1 Build and maintain strong relationships with internal teams, external vendors, and other stakeholders to ensure that digital platforms align with the organizational needs. 5.2 Facilitate effective communication channels that promote clarity and understanding between technical teams and non-technical stakeholders. 5.3 Proactively gather feedback and collaborate on improving digital tools and systems to support the strategic objectives of the National Council.			
6. Innovation and continuous learning	6.1 Actively stay informed about emerging digital technologies and industry trends to ensure the organisation remains at the forefront of innovation. 6.2 Proactively assess and recommend new technologies that could enhance organisational effectiveness or efficiency. 6.3 Commit to ongoing professional development by acquiring new skills and certifications relevant to the evolving digital landscape.			

Position Description & KPI Acknowledgement

I have read, understood and agree to comply with the above position description and KPIs.

Employee Signature:

Date: