



Position description

POSITION TITLE	Information Communications & Technology Service Delivery Lead
ROLE GRADE	7
REMUNERATION	\$75k - \$92k (inclusive of 10% superannuation) commensurate with qualifications and experience
COST CENTRE	Corporate Services
LOCATION	CSC Melbourne
DATE REVIEWED	May 2022
POSITION BASIS	3 Year Fixed

Introduction

Bush Heritage Australia is a national non-profit organisation that buys and manages land to protect our irreplaceable landscapes and our magnificent native species forever.

We buy land that has outstanding conservation values and reconnect fragmented landscapes to protect habitat for wildlife. Bush Heritage works across 19 priority landscapes and owns 36 reserves. In addition, we partner with Aboriginal people and agricultural landowners to achieve conservation outcomes. Currently, Bush Heritage is working across more than 11.3 million hectares, protecting more than 6700 native species and at least 229 endangered species.

Established in 1991, Bush Heritage has around 35,000 supporters Australia-wide and an annual operating budget of over \$20 million. We are primarily funded by donations from individuals and philanthropic sources.

Our culture is characterised by a collaborative and supportive approach, with a strong commitment to safety and professional development.

We acknowledge the Traditional Owners of the places in which we live, work and play. We recognise and respect the enduring relationship they have with their lands and waters, and we pay our respects to Elders past, present and future.

Our values are:

Conservation: Protected, connected landscapes and waterways for plants, animals, and people

Culture: A shared journey of respect for diversity, each other, and acknowledgement of Traditional Owners' enduring relationship to this land and waters

Collaboration: We collaborate with Traditional Owners, other landowners, scientists, government, organisations, and communities for the greatest impact

Community: Together we are an active and dedicated mosaic of staff, volunteers, partners, and supporters all working for a common goal

Safety: Healthy people, healthy country

The organisation has Eight teams – West Region; North Region; South-East Region; Aboriginal Engagement; Strategy, Innovation and Business Development; Science and Conservation; Fundraising and Engagement; and Corporate Services.

CEO and the Board

Heather Campbell is Bush Heritage's Chief Executive. The Board Chair is Sue O'Connor, and Directors include leading Australians from business and commerce, government, non-government and private sectors, conservation, and science. Bush Heritage demonstrates a strong commitment to Aboriginal and Torres Strait Islander people and has Aboriginal representation on its Board.

Direction and guidance for this position

This position is focused on supporting the ICT function, reporting to the ICT Strategy and Services Manager, the ICT Service Delivery Leader is expected to contribute towards improving the effectiveness of systems being managed including the development of new systems where required.

Position summary (background)

The ICT Service Delivery Lead is responsible for ensuring that Bush Heritage's ICT systems, service delivery and associated hardware is fit for purpose and integrated, supporting staff and volunteers both in the Conservation Support Centre (Head Office - Melbourne) and remote workplaces around the country.

Key responsibilities and duties

The primary responsibilities associated with the ICT role include:

1. Manage and contribute to the documentation of essential ICT systems to support management, retirement or replacement of ICT systems and hardware.
2. Contribute to the review of information security and privacy, including regular audits and test programs.
3. Manage Bush Heritage's communications platforms, associated hardware and service provision, which includes use of landline, mobile and satellite phones, internet, and web/phone conferencing.
4. Develop processes for ICT Project Portfolio Management to ensure business strategy alignment and staging of ICT initiatives across the organisation. Manage work allocated from the Planner Tasklists.
5. Develop processes for ICT Problem and Change Management to improve effectiveness and coordination of technical and functional change. Develop key metrics for operational reporting.
6. Coordinate vendor relationships for all externally contracted agreements related to IT service delivery. This includes day-to-day liaison with outsourced ICT maintenance & management service providers, as well as providing oversight and support to staff who coordinate ICT related equipment and systems.
7. Oversee and manage the organisation's Operational ICT budget and all related expenditure.
8. Assist with the management of national office security systems and associated service provider.

Other duties, as required and consistent with the position summary and grading.

Qualifications, skills, and selection criteria (used to assess your application)

Essential

- Relevant tertiary qualifications in IT or ICT.
- Demonstrated understanding of ICT governance and related risk management frameworks.
- Demonstrated commitment to building sound, collaborative business relationships on a multitude of levels, both internal and external to the business.
- Excellent interpersonal and influencing skills with a demonstrated ability to communicate across all levels in both a written and oral form.
- High level of practical computer literacy and proficiency.
- Knowledge of and commitment to Bush Heritage's values and strategic direction, including high level understanding of Bush Heritage's activities, or the capacity to rapidly acquire that knowledge.

Desirable

- Experience in the not-for-profit sector.
- Demonstrated ICT project management experience.

Key outcomes for the role

Key outcomes of the role will be to ensure that the Bush Heritage ICT program is aligned with the following principles:

- Acquisition of ICT products and services is for valid business reasons.
- ICT Performance is fit for purpose now and into the future.
- Conformance with law and regulations is effectively managed.
- Respect for human behaviour shall be integral to designing and implementing ICT systems.

Policies and workplace practices

Bush Heritage people and managers are responsible for and commit to:

- Using and ensuring adherence to Bush Heritage's values, policies, and workplace practices.
- Ensuring Health, Safety and Environment compliance, acting and encouraging others to act in a healthy and safe manner; and
- Maintaining a team-oriented environment, managing, and developing staff, and valuing diversity.

Position relationships

Position title of supervisor	ICT Service Delivery Lead
Position titles which also report to supervisor	
Titles of positions that report to this position	
Key internal relationships	ICT Steering Committee members, Office/ICT Administrator
Key external relationships	Bush Heritage's ICT contractors, telecommunications provider, security provider

