

# Head of Systems and Decision Support (SDS)

## PURPOSE OF THE POSITION

As the Head of SDS you are the senior technology leader, in charge of ChildFund Australia's technology strategy, execution, and operations. You are a champion for defining, scaling, and IT systems, CRM applications and operating processes along with project management excellence. You will ensure the organisation's approach to data is forward-looking and effective and will support the organisation in delivering data insights on impact.

### KEY DUTIES

- Lead and manage a multidisciplinary technical team, comprising development, IT leads and data analytics
- Lead on the consolidation and integration of existing systems and platforms
- Ensure the smooth operation and day-to-day functionality of our core systems and IT processes
- Drive innovation of front end and core business processes by enabling use of new technology
- Data Protection Officer (DPO) function and develop, maintain, and improve data protection policies and procedures
- Ensure system user training is provided on an ongoing basis
- Influence and support programs team in use of technology in program responses.
- Work closely with Programs, Fundraising and Operations to define and deliver new products and enhancements
- Develop and implement organisational data strategy in line with stakeholder needs
- *Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.*

### QUALIFICATIONS & EXPERIENCE

- Bachelor degree in relevant area
- 6+ years management in an IT environment
- Knowledge of relational databases
- Technical experience in data analysis and systems development
- Sound working knowledge of IT operations, systems, and developments
- Experience managing multidisciplinary technical teams
- Experience in, and passion for, applying innovating and emerging technologies
- Track record in Project management.

### DESIRABLE

- Knowledge of marketing and fundraising
- Salesforce ecosystem experience (non-developer)
- MS SQL Server and SSIS experience
- An understanding of the international development sector including program monitoring and evaluation.

### SKILLS

Strong leader supporting others to achieve their & the organisation's goals

Change champion and influencer

Creative thinker and motivator, energetic, with an entrepreneurial spirit

Sound analytical skills, able to make sense of data with a variety of audiences

Flexible and adaptable, working with people from different backgrounds and locations

## CHILDFUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values –  
Respect, Integrity, Collaboration, Change,  
Empowerment & Excellence

**Department:** Operations

**Location:** ChildFund Australia, Sydney Office Level 8, 162 Goulburn Street, Surry Hills NSW 2010.

**Employment:** Full-time, Initial two-year employment agreement, with option to extend upon mutual agreement.

**Reports to:** Chief Operating Officer (COO)

**Other Information:** Must have working rights in Australia

**Please apply at:** <https://www.childfund.org.au/work-with-us/>





## ORGANISATIONAL CONTEXT

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities. We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Our vision is a world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future.”

ChildFund Australia directly manages and implements programs with a range of local partners in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations, and manages projects delivered by partner organisations throughout Asia, Africa, and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

## HOW WE VALUE YOUR CONTRIBUTION

### Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

### Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversation between yourself and your manager about maintaining work-life balance. If the position allows, employees can choose to work up to 2 days from home per week.

### Salary Packaging

You will be eligible to salary packaging. As a Non-Governmental Organisation, our staff are eligible for salary sacrificing. The Australian Taxation Office (ATO) allows us to reimburse you for your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax free threshold.

### Employee Assistance Program

In case you need help with personal, family or employment related matters you and your family will have access to free external, professional and confidential counselling assistance. UPRISE, our EAP system, combines multiple wellbeing initiatives to support your mental health and resilience.

### Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

**OUR VISION:** A world without poverty where all children and young people can say: “I am safe. I am educated, I contribute. I have a future.”

**OUR MISSION:** We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Australia you will be contributing to our programs which protect, educate, and empower children and young people.