

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Data Chapter Lead	Department	Information Technology
Location	Sydney	Direct/Indirect Reports	5
Reports to	Head of ICT Operations	Date Revised	Jul 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0019117

### ■ Position Summary

Reporting to the Head of IT Operations, a Chapter Lead is a people leader and a senior technical specialist who is responsible for leading a technical chapter and developing high professional capability across their chapter. The position is responsible for supporting the delivery of a high quality, cost effective services in support of business, information and technology architectures. Delivery of services via Agile methodology is critical to the success of this role.

Extended hours may be required to meet business outcomes and provide support during the emergency season. Travel may be required for the purposes of meeting with internal customers, vendors, third-party contractors, external suppliers, consultants, project meetings or management of team members.

### ■ Position Responsibilities

#### Key Responsibilities

- Manage chapter professional capability uplift ensuring all members of the chapter follow the best and consistent engineering standards and processes applicable to their specialist domain
- Coach chapter members get better at what they do and receive the support they might require
- Perform line manager duties for the members of their chapter including carrying out recruitment and on-boarding activities, and perform related people-management duties
- Provide expertise to assist other members of the chapter with complex issues
- Ensure the development and maintenance of appropriate documentation to reflect physical and logical elements of the technical systems
- Ensure technical teams comply with the agreed standards and quality assurance processes
- Build and manage a team of well trained, competent professionals to be responsive to customer needs and requests as well as business objectives & outcomes
- Build relationships with Product Owners and other stakeholders to promote the work of the chapter and ensure the chapter's roles and responsibilities are understood
- Providing specialist advice on technology development & design issues
- Provide staff resources to contribute to enterprise initiatives as requested
- Develop and manage staff duty rosters to ensure the skills of staff on duty are adequate to respond to customer requests
- Identify the skills of team members and facilitate the necessary training to match customer demand
- Utilise appropriate monitoring tools to record and manage system performance so that customer satisfaction is maintained

- Provide direct involvement in times of high demand or staff shortages
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated successful experience managing a team of technical specialists at a superior standard
- Extensive experience, performing at an outstanding level operating in one of the following areas:
  - **Application Development and Support:** Customer Record Management, Digital Experience Platforms and Enterprise Resource Planning
  - **Data:** Business Intelligence, Data Engineering and Machine Learning
  - **Infrastructure and Cloud services:** Server and Storage platforms, Messaging Environments, Desktop platforms and Mobile Computing environments, Directory Services and Access Control, Cloud-based services such as AWS, Azure and Office365
  - **Networks and Telephony:** Local and Wide area Networks, Unified Communications, Security systems (firewalls, content filtering, etc), Directory Services and Access Control, Cloud based IaaS
- Experience in DevOps and CI/CD
- Experience delivering customer services to agreed SLA's is highly desirable
- Experience in a customer service environment utilising a formal IT service delivery methodology
- Strong team building and staff development experience
- A demonstrated ability to solve problems in a complex environment
- Effective communication skills, written and verbal
- Proven ability to translate business requirements into practical solutions
- Demonstrated desire to work as a part of a high performing team
- Proven ability to operate effectively in a geographically diverse environment
- Highly developed facilitation, negotiation and influencing skills
- Demonstrated vendor relationship management experience is desirable.

### Qualifications/Licenses

- Degree qualified or significant relevant experience is essential
- Relevant industry specific qualifications highly desirable.

### Behavioral Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.

- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters