

POSITION DESCRIPTION – TEAM LEADER

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| Position Title | National Lead - Systems & Process Improvements | Department | Volunteering Directorate |
| Location | Flexible | Direct/Indirect Reports | 3 direct |
| Reports to | Head of Volunteer Operations | Date Revised | Jun 2020 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 6 | Job Evaluation No: | HRC0019017 |

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

Red Cross has a number of processes and systems that support the recruitment, onboarding, engagement and retention of members and volunteers. The National Lead, Systems and Process Improvements is responsible for leading the design, delivery and embedding of systems and processes to provide the best possible experience for people wanting to volunteer with and/or be a member of Red Cross. This role works closely with the Head of Volunteer Operations, providing recommendations for enhancements to existing process, policy and systems.

Using knowledge and expertise of agile and HCD, this role ensures continuous improvements are driven by data and insights, and project tasks are broken down into user stories and tangible actions. The Lead, Systems and Process Improvements engages with a diverse range of stakeholders to promote the successful implementation of new and/or improved processes, and their consistent application, across the organisation.

This role is responsible for providing leadership, coaching and support to the Operations Coordinators and will also co-lead (with IT) the Data & Reporting Analyst to access and gather systems data to develop performance metrics, ensuring the successful adoption and effectiveness of improvements.

■ Position Responsibilities

Key Responsibilities

- Identify, design and deliver continuous improvement enhancements to drive process and systems efficiency, effectiveness and best experience (CX)
- Coach and support team, cross functional squads and stakeholders to deliver outcomes and continuous improvements using both agile and process improvement methodologies
- Facilitate process workflow modelling in order to identify opportunity to remove waste and low-value activities
- Participation and SME inputs into key Red Cross' Digital Acceleration Plan processes such as My Red Cross and other priorities as they emerge

- Use creative thinking, bespoke consulting and problem-solving skills to help size & scope, recommend, and lead the project delivery of strategic opportunities
- Assist in making business decisions relating to system implementation, modification and maintenance
- Review information and trends to ensure that the output of processes are achieving the desired results
- Facilitate scrum ceremonies (stand-ups/sprint planning) for the team and collaborate with the team to resolve blockers whilst building agile capability in others
- Coach and role model the application of human centred approaches and utilise LEAN and Agile methodologies to improve the member and volunteer experience
- Support the integration of new ways of working by encouraging flexible approaches to test, learn and iterate
- Create time and space for the team to reflect on performance, identify and collaboratively resolve issues and amplify good practices.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience using different project methodologies such as human centred design, lean or agile, that puts the customer at the heart of process improvements
- Experience managing complex projects designed to achieve business outcomes
- Demonstrated experience delivering system and process improvements from inception to embedding
- Ability to make strategic decisions and prioritise objectives
- Ability to coach and mentor agile processes within the team and across stakeholders
- Ability to collaborate and influence effectively across different organisational levels, functions, and geographies to achieve goals
- Highly developed communication and interpersonal skills with a consultative approach (including with people from a wide range of backgrounds)
- Demonstrated ability to mentor and coach staff and nurture and support effective teams
- Strong group facilitation, team building, and staff development skills.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in or related fields
- Experience in agile project delivery and/or lean practices

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Proven ability to analyse situations or issues from different perspectives, understanding the impact on other parts of the organisation. Ability to draw on a range of resources to find and implement effective solutions.
- **Team effectiveness | Managing change |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all. Proven ability to create a culture of open communication with a focus on positive messaging.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.

- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **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.