

POSITION DESCRIPTION – TEAM LEADER

Position Title	Senior Officer – Systems & Information	Department	Migration Support Programs
Location	Australia wide	Direct/Indirect Reports	0
Reports to	Manager – Capacity Building	Date Revised	April 2018
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 5		

■ 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

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration.

Migration Support Programs operates within an adaptable and lean model that is scalable, responsive to the changing context and needs of migrants in transition, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. We also work through an ongoing adaptive process to ensure relevance and impact through the integration of human centred design principles along with locally sourced insights.

The Senior Officer – Systems & Information is responsible for coordinating operational needs regarding systems, new technologies, and information management. They will stream line and design admin, communication and information management processes, and collaborate to implement them across the nationwide team. They will provide leadership in the integration, implementation and nationwide oversight of systems including the FLA, PIMS, CCM, as well as, other new technologies.

■ Position Responsibilities

Key Responsibilities

- Coach and mentor MSP team members across the country in the implementation of new administrative systems.
- Accountable for the delivery of key functions of operational supports within MSP including, information management and logistics.
- In collaboration with the nationwide MSP leadership team lead the integration and implementation of systems including the FLA, PIMS and CCM, as well as, other new technologies.

- Develop lean ways of working that are innovative, streamlined and integrated both with new and existing systems and new technologies.
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes.
- Lead information and knowledge management through sourcing internal and external information, and creating a shared centralised information system
- Regular review and improvement of systems and processes to ensure effective delivery of services and to meet contractual and organisational requirements and keeping team members informed as required.
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Proven knowledge, experience and coordination of key business areas, information management, communication strategies and project management skills.
- Proven ability to coach and mentor people in new processes
- Demonstrated experience in developing innovative, integrated and streamlined systems and ways of working.
- Demonstrated experience in developing effective knowledge management systems.
- Proven ability to work across multiple functions and collaborate effectively with a range of internal and external stakeholders
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.
- Demonstrated problem solving, conceptual and analytical skills.
- A working knowledge of MS office and database management experience.

Qualifications/Licenses

- Relevant tertiary qualifications or equivalent experience in community services or related fields
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **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.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **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.

- **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.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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