

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Coordinator - Systems & Process Improvements	Department	Volunteering Directorate
Location	Flexible	Direct/Indirect Reports	0
Reports to	National Lead – Systems & Process Improvements	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0029000

### ■ Position Summary

Red Cross has a number of processes and systems that support the recruitment, onboarding, engagement and retention of members and volunteers. Working closely with the National Lead, Systems & Process Improvements, this role contributes and regularly leads the design, delivery, continuous improvement and consistent application of systems and processes designed to provide the best possible experience for people wanting to volunteer with and/or be a member with Red Cross.

Using knowledge and expertise of Lean, agile and HCD, this role will support continuous improvement, drive consistent approaches and lead change across the organization to embed efficient and effective processes.

This role has the (shared) responsibility of product ownership across a number of volunteering systems at Red Cross. Ensuring effective system governance is established and maintained, a product optimization roadmap is developed and delivered and acts as the key contact between relevant system providers and Red Cross.

The ability to work collaboratively across multiple teams, including the broader Volunteering Operations team, IT, People & Culture and State/Territory Mobilisation Hubs to achieve outcomes is a critical competency for this role.

### ■ Position Responsibilities

#### Key Responsibilities

- Develop and deliver system governance, optimisation roadmaps and backlog for volunteering systems
- Assist in making business decisions relating to system implementation, modification and maintenance
- Undertake system Administrator or “Super User” roles for the Volunteer Recruitment System (PageUp) and additional systems as required
- Act as a liaison between PageUp and Red Cross, providing regular feedback and requests for system development and optimisation
- Facilitate process workflow modelling in order to identify and embed process improvements, automation capabilities and clearly defined end-to-end processes

- Lead the identification and implementation of continuous process improvements of system and processes that will help drive efficiencies and experience
- Regularly contribute and often lead cross functional projects relating to the improvement or enhancement of volunteering at Red Cross
- Review information and trends to ensure that the output of processes are achieving the desired results
- Participation and SME inputs into key Red Cross' Digital Acceleration Plan processes such as My Red Cross and other priorities as they emerge
- Coach and role model the application of human centred approaches and utilise Lean and Agile methodologies to improve efficiencies and effectiveness
- Support the integration of new ways of working by encouraging flexible approaches to test, learn and iterate

## ■ Position Selection Criteria

### Technical Competencies

- High level understanding and experience using PageUp, preferred
- Demonstrated experience using different project methodologies such as human centred design, lean or agile, that puts the customer at the heart of process improvements
- Strong problem solving skills with demonstrated experience in developing and delivering effective and efficient processes to solve complex problems
- Demonstrated ability to influence, build and maintain relationships with stakeholders to achieve outcomes
- Demonstrated experience delivering system and process improvements from inception to embedding
- 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)

### Qualifications/Licenses

- Relevant tertiary qualifications or demonstrated experience in relevant field

### Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ 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