

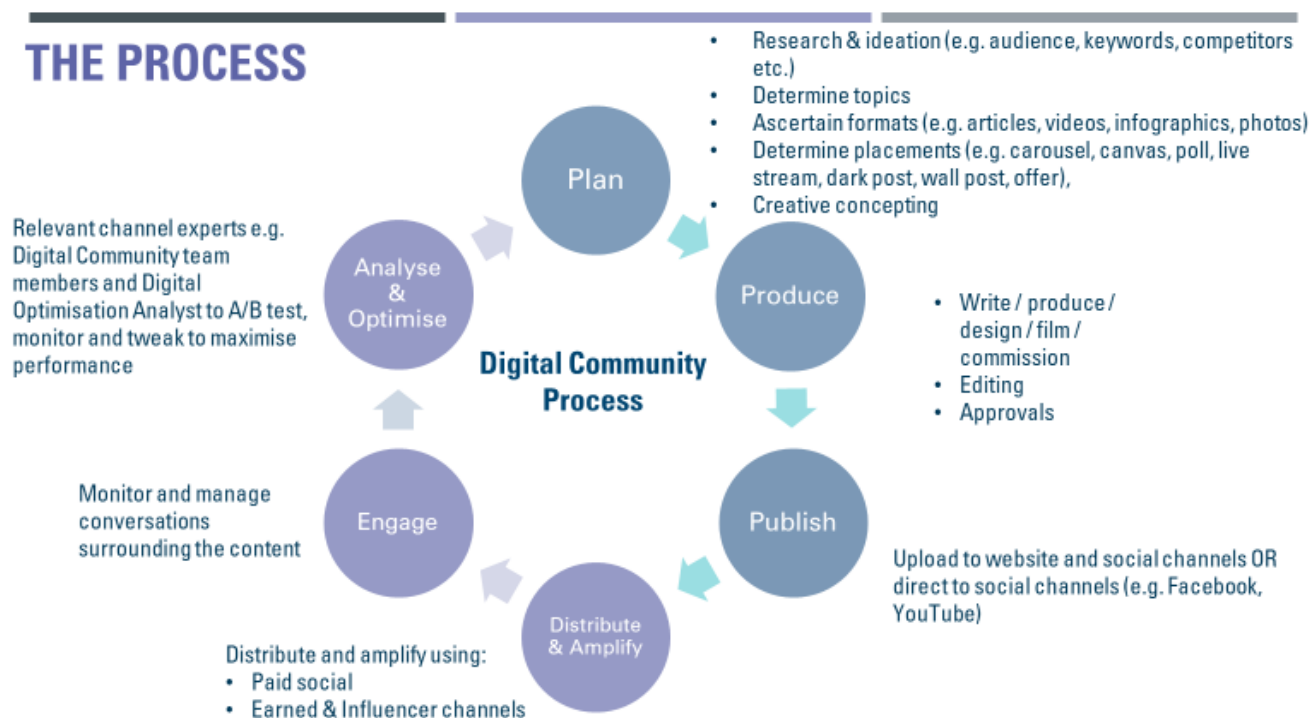
<b>Position Title:</b> Digital Production Lead	<b>Entity:</b> ILA
<b>Reports to:</b> Research & Service Development Lead (Project Lead)	<b>No of Direct Reports:</b> 0
<b>Job Level:</b> CLC Tier 4	<b>Location:</b> Sector Support & Development

### Position Requirements

#### Primary Purpose

The primary purpose of the Digital Production Lead role is to support the successful delivery of the Living & Ageing Well HUB Project through planning, scheduling, and coordinating digital resources and activities. The position works in collaboration with the Project team and coordinates the Digital Community Process, involving internal and external IT professionals, internal marketing team and other stakeholders. As a key member of the project team, you are expected to lead, collaborate, adapt and innovate.

#### Digital Community Process



#### Key Accountabilities/Responsibilities

##### Health Safety Wellbeing & Environment

- Role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment
- Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed.
- Contribute to developing and nurturing a culture that supports wellbeing and OH & S optimisation.

##### Functional – Project Management / Digital Production

- Plan and manage Digital Production processes for the Living & Ageing Well HUB Project

- Working alongside the HUB Project team, prioritise projects deliverables and initiatives based on business and customer benefits
- Regularly engage/communicate with HUB Project team to ensure timelines are communicated and adhered to
- Provide feedback/justification regarding achievability of expected delivery times to Project Lead
- Validate project planning production estimates and external supplier estimates
- Represent HUB Project in HUB Working Group meetings
- Facilitate post implementation reviews to incorporate learning's into future projects
- Engage, plan, and organise suppliers and third parties where needed
- Work with the HUB Working Group to build and expand a matrix of skills for internal and external resources
- Report and recommend on project deliverables as required
- Identify and understand issues, problems, and opportunities related to the project and problem-solve these with the Project Lead and Project Team focusing on solutions and ways to mitigate risks

#### **Strategic and Engagement**

- Maintain a strong network and develop effective relationships with suppliers, regulators, IT and marketing professionals (internal and external), colleagues and other internal/external stakeholders
- Communicate regularly and effectively with stakeholders (consumers, internal project team & HUB Working Group, external suppliers) and ensure suppliers are kept up to date with HUB project variations
- Align project objectives and deliverables to ILA's strategic and operational plans, contribute and enhance overall long-term strategy and organisational sustainability as a member of the Project-Team
- Lead, participate and/or engage in activities that relate to project deliverables and identify any improvement opportunities
- Ensure project deliverables are met including timelines, budget and quality indicators
- Contribute to, and demonstrate by example, the vision, mission and values

#### **People & Culture**

- Participate actively, and work closely and constructively, with colleagues in project, leadership and ILA teams to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the equity and diversity of the workforce and project team by helping to prevent and eliminate discrimination and optimise team collaboration and outcomes
- Display a positive attitude, motivate and drive the project team and make optimal use of internal staff and other resources

#### **Budgeting, Resources & Administration**

- Plan and coordinate resources to ensure the HUB Project timelines are delivered
- Manage and report on functions of responsibility as required
- Meet activity/project based KPI's
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures
- Develop, document and maintain processes and ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations

### Key Performance Indicators & Measures

*Indicators of effective performance in the position – i.e. Factors relating to output, quality, efficiency, safety. KPI's are to be SMART and specifically measurable. They are identified in the Performance & Development Review (P&DR) to be specific to the individual teams and the position in a specified point in time. Refer to the Performance & Development Review Form.*

### Key Relationships

*Key positions or groups (internal or external) with whom the individual will interact to perform the work of the position. Include network and collaborative relationships as well as direct "line" relationships*

#### Internal

- Directors / Board Members
- Executive team
- HUB Working Group
- HUB Project Team
- ITC, BIU and Marketing Department
- Principal Advisor Wellness and Reablement
- All other teams in the organisation (given the organisation-wide marketing & communications focus of the role)

#### External

- IT Professionals
- Sector peers and peak bodies
- Government representatives and departments (local, State and Federal)
- Consultants and advisors
- Suppliers and vendors
- Customers and families

Key Behaviours			
<i>Behavioural competencies or 'behaviours' as they are sometimes referred to are effectively the attributes we display as we carry out our work, and 'how'. For instance: How we communicate, interact and work with others, how open-minded we are to new ideas and ways of working, how we plan and organise our work to meet deadlines and targets and not least, how we develop ourselves and those we manage and lead. Below identifies those behaviours integral to the success of this position.</i>			
Strategic Behaviours			
Aligning Performance for Success <input type="checkbox"/>	Analytical Thinking <input checked="" type="checkbox"/>	Building Strategic Working Relationships <input type="checkbox"/>	Change Management <input type="checkbox"/>
Innovation & Creativity <input checked="" type="checkbox"/>	Leading through Vision & Values <input type="checkbox"/>	Strategic Decision Making <input type="checkbox"/>	Stress Tolerance <input type="checkbox"/>
Leadership Behaviours			
Adaptability <input type="checkbox"/>	Building Customer Loyalty <input type="checkbox"/>	Building Partnerships <input checked="" type="checkbox"/>	Coaching <input type="checkbox"/>
Delegating Responsibility <input type="checkbox"/>	Decision Making <input type="checkbox"/>	Developing Others <input type="checkbox"/>	Information Monitoring <input checked="" type="checkbox"/>
Leading the Team <input checked="" type="checkbox"/>	Influencing Others (Negotiating) <input checked="" type="checkbox"/>	Managing Conflict <input type="checkbox"/>	Project Management <input checked="" type="checkbox"/>
Operational Behaviours			
Applied & Continuous Learning <input type="checkbox"/>	Marketing & communications <input type="checkbox"/>	Building Trust <input type="checkbox"/>	Communication <input checked="" type="checkbox"/>
Client Liaison <input type="checkbox"/>	Demonstrates Initiative <input checked="" type="checkbox"/>	Energy <input checked="" type="checkbox"/>	Formal Presentation <input type="checkbox"/>
Gaining Commitment <input type="checkbox"/>	Legislative & Industry Standards <input type="checkbox"/>	Organisation & Self Management <input checked="" type="checkbox"/>	Quality & Work Standards <input checked="" type="checkbox"/>
Results Focused <input checked="" type="checkbox"/>	Safety & Environmental Excellence <input type="checkbox"/>	Teamwork <input checked="" type="checkbox"/>	Tenacity <input type="checkbox"/>
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

Personal Requirements					
<b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b> <i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i> <ul style="list-style-type: none"> <li>• Demonstrated experience in the successful delivery of digital/web projects and / or programs</li> <li>• Experience applying both Agile and Waterfall project management techniques and tools (eg SCRUM, Kanban, PRINCE2, Microsoft Project, JIRA, etc)</li> <li>• Experience working with web content management systems</li> <li>• Knowledge of various digital disciplines needed to deliver a project at an enterprise level</li> <li>• Well-developed negotiation, influencing and relationship building skills</li> <li>• Experience in implementing change management activities, to achieve successful outcomes</li> <li>• Ability to liaise with senior leaders and key stakeholders both internally and externally</li> <li>• Ability to think and act strategically, exercising sound judgement</li> <li>• Highly organised and ability to balance multiple priorities and deadlines, sometimes working with incomplete information, ambiguity and multiple sources and demands</li> <li>• Sound understanding of customer relationship management, customer focussed and centricity approaches</li> <li>• Excellent interpersonal and communication skills</li> <li>• Experience working in various sized, complex organisations</li> <li>• Passion for digital as an enabler for great customer service</li> <li>• Demonstrates the values and behaviours that contribute to a constructive, high performance culture.</li> </ul>					
<b>Work Experience</b> <i>The type and extent of previous work experience that is necessary to perform in the position</i> <ul style="list-style-type: none"> <li>• Minimum of 4 years of experience in delivering digital projects and programs</li> <li>• Operational and/or change management experience (desirable)</li> <li>• Previous experience working in various sized , complex and inter-related organisations (desirable)</li> </ul>					
<b>Clearances, Licences or Registrations</b>					
Police Check <input checked="" type="checkbox"/>	WWC <input type="checkbox"/>	AHPRA <input type="checkbox"/>	NCCHC <input type="checkbox"/>	Drivers Licence <input checked="" type="checkbox"/>	Other (specify) <input type="checkbox"/>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Tertiary qualification in a digital, IT, project management, producing or resource management related discipline</li> <li>• Certification in project management methodologies (SCRUM, Agile, Prince2, etc) (desirable)</li> </ul>					
<b>Extent of Authority</b> Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.					
Prepared By: Chiara Naseri & Lisa Karabin			Position: Research & Service Development Lead / P & C Professional		
Date Created: 15/06/2020			Related Documents: <b>PD Work Instructions, Behaviours Guide</b>		