St Vincent de Paul Society
VICTORIA

POSITION DESCRIPTION

Position Title:	General Manager of Technology Ongoing
Location:	Box Hill
Reporting to:	Chief Financial Officer
Direct Reports:	3 - 4 (leading a team of approx. *20–25, depending on final structure*)

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

The primary purpose of the General Manager of Technology is to ensure SVDPV has the right technology infrastructure, systems, processes and data capability, being optimally utilised to efficiently deliver on our mission and enhance the experience of those who receive our support. As a member of the senior leadership team, this role is accountable for the Society's technology, digital and data capability, and drives technology initiatives that enhance the effectiveness and efficiency of the organisation's services, ensuring a reliable and secure technology environment.
The General Manager of Technology will also play a critical role in technology capability uplift across the Group, cybersecurity, and data and information management to support the Society's long-term goals. A core focus of this role is to lead technology governance, including data management and systems optimisation, and to drive the delivery of technology projects, ensuring ICT's involvement in organisational strategic projects is effectively planned and executed.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Technology Strategy and Leadership	• Provide regular reporting to the CEO, Board and Board sub-committees (including FEAC and RAC) on technology performance, roadmap delivery, cyber risk and investment, and contribute as a member of the senior leadership team to Society-wide strategy, planning and risk. • Responsible for developing, implementing and reviewing a comprehensive technology strategy aligned with SVDPV's strategic priorities and mission. • Accountable for delivery of the technology roadmap and technology projects, ensuring planned benefits are realised. • Provide strategic guidance on technology investments, digital innovation, and best practices. • Lead the Society's approach to AI and emerging technology, ensuring adoption is governed, secure and aligned to mission and strategy, with clear human accountability. • Lead systems and solutions investment decision making processes through the PMO structure, Senior Leadership Team and Board. • Lead the creation and oversee implementation of a technology roadmap to uplift technology capabilities and support the organisation's transformation agenda. • Implement and drive ongoing alignment to an overarching Delivery Framework, so all 'non-BAU' ICT projects are delivered in this way.
Technology capability uplift	• Oversee the design and delivery of a capability uplift journey, to support a future-ready workforce that adapts to existing and emerging technology • Align the ICT Operating Model to delivering best value and most effectively supporting organisational objectives. In other words, forecasting based on planned projects and demand what the right level of capacity and capability is per discipline and role, and when to

	flex or supplement with external consultancy or other resources. • Develop a roadmap for the continuous improvement of IT systems, focusing on scalability, reliability, and user experience. • Implement digital tools and processes that enhance efficiency, collaboration, and the user experience. • Identify and leverage emerging technologies to provide a competitive advantage and support organisational resilience.
Data, Information and Insights	• Provide leadership of the Society's approach to data and information, including governance, quality, security and the use of data for decision-making and insight. The scope and structure of data and analytics functions will evolve as the Society's operating model matures. • Lead master data management and data stewardship practices to ensure the integrity and accessibility of information. • Oversee data management practices, ensuring accurate, secure, and accessible data across the organisation.
Cybersecurity and risk management	• Oversee and lead all cybersecurity efforts to protect the organisation's data and systems. • Working closely with external cyber advisory resources, including our Cyber Advisor to the board, to develop and implement cybersecurity policies, procedures, and best practices. • Ensure the Society's cybersecurity practices align with relevant regulations and standards, including the ASD Essential Eight (with an agreed target maturity level) and NIST. • Develop and implement risk management strategies to protect the organisation's data, systems and infrastructure. • Ensure the implementation of data security protocols, responding effectively to cyber risks.
IT Operations and Infrastructure Management	• Manage and optimise IT operations, ensuring systems are robust, scalable, and secure. This includes desktop and application support, solutions and data architecture, ICT services teams, cyber security, DR plans and processes. • Oversee the implementation and maintenance of software systems and applications. • Oversee the availability, continuity and performance of IT Network, Infrastructure and Internet services, currently provided by third parties. • Ensure that IT equipment, including laptops, printers and conferencing/meeting room services are performing effectively • Coordinate implementation of IT governance frameworks, ensuring adherence to standards, policies, and procedures.
Contribute to the organisational culture	• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience

	• Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Lead, manage and motivate team to achieve their objectives	• Build, mentor, and lead a high-performing technology team focused on service excellence and innovation. • Drive a culture of continuous improvement, accountability, and performance within the technology team. • Foster collaboration with cross-functional teams and stakeholders, ensuring technology initiatives support broader organisational objectives. • Promote staff engagement, wellbeing and accountability
Stakeholder Engagement and Communication	• Engage with internal and external stakeholders to align technology initiatives with organisational needs. • Communicate technology strategies, developments, and updates clearly and effectively to the Senior Leadership Team, Board, and staff. • Act as the primary point of contact for all technology-related matters within SVDPV.
Safety	• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents • Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required • Ensure your teams understand and are accountable for risk management with their work
Financial Management & Corporate Reporting	• Provide guidance and advice regarding potential/planned IT-related investments. • Ensure that expenditure is in accordance with approved budgets • Prepare annual divisional work plan and regular reports against budgets and outcomes • Lead financial management relating to IT service delivery, including vendor management, IT support, and contract negotiations. • Manage strategic technology partners (including advisory and delivery partners), ensuring value for money, clear governance and the ability to adjust or exit engagements where outcomes are not being delivered.
Other	• Represent the CFO and broader organisation in public fora and networks on Technology and Innovation. • Responsible for all other duties as advised by the CFO

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact

Chief Financial Officer	Internal	• Line Manager
CEO, Board and Board sub-committees (e.g. FEAC, RAC)	Internal	• Regular reporting and briefing on technology, cyber and data matters
Manager ICT	Internal	• Direct Report
Manager Systems Architecture & Data Governance	Internal	• Direct Report
Data and analytics functions (as established)	Internal	• Direct report or key working relationship, depending on structure
Cyber Security Lead	Internal	• Direct Report
Senior Leadership Team and other Managers	Internal	• Liaison with other departments as required
Vendors, Contractors & Peers in industry	External	• As required

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Chief Financial Officer in consultation with the incumbent and will regularly be reviewed.

KEY REQUIREMENTS

Ideal Qualifications and Experience

- Enthusiastic and influential leader capable of driving digital transformation and new ways of working:
    - A change catalyst, engages and inspires others, driver of continuous improvement
    - Highly collaborative, ability to work across multidisciplinary functions with market leadership and stakeholders
    - Drives accountability and performance

- Proven ability to coach, mentor, nurture key talent and develop high performing teams

- Qualifications in Information Technology, Computer Science, business, or a related field (Master's preferred).
- 10–15 years of senior leadership experience in technology, with a proven track record of leading technology teams in complex environments.
- Track record of delivering on complex IT transformation projects, demonstrating capability to mature the IT landscape, whilst maintaining a BAU operational environment
- In-depth knowledge of IT infrastructure, systems architecture and management, and cybersecurity best practices.
- Experience in developing and implementing data governance frameworks and IT policies
- Experience in developing and implementing technology strategies that support organisational growth and service delivery in NFP sector.
- Strong commercial acumen (budgeting/financial management, PnL, resourcing management)
- Track record of implementing and/or optimising resource planning and project delivery frameworks such as Agile

Skills and Competencies

- Strong strategic thinking skills, with proven experience designing and delivering IT Strategy.
- Excellent leadership and team management skills, with a focus on mentoring and developing high-performing teams.
- Proven ability to manage budgets, resources, and vendor relationships effectively.
- Excellent communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- Influential leader with strong communication and stakeholder engagement skills, with the ability to engage and advise the CEO, Board and senior leadership team on technology strategy, cyber security and enterprise risk.

Desirable Skills

- Experience designing enterprise architecture frameworks.
- Experience with cloud-based solutions, ERP systems, CRM, and data analytics tools.
- Knowledge of best practices in change management and user adoption of new technologies.

Personal Attributes

- Commitment to SVDPV's mission, vision, and values, with a passion for contributing to social justice and community support.
- Resilient and adaptable to change, with a proactive approach to problem-solving.
- Collaborative and inclusive leadership style, fostering a positive team culture and environment.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.