Position description: Digital Programs Coordinator

Position details

Employment classification	Permanent full time
Probationary period	6 months – new employees only
Reports to	Digital Programs Manager

The organisation

Supply Nation is the Australian leader in supplier diversity, established in 2009 to connect our membership of Australia's leading brands and government with Indigenous businesses across the country.

Supply Nation's rigorous registration and certification processes ensure our members can be confident of Indigenous ownership. With Indigenous businesses active in every state and territory, in every industry sector, Supply Nation has been central to the growth of a new economic force.

Supply Nation is proud to be the first and pre-eminent supplier diversity organisation in Australia. Supply Nation maintains its vision of a prosperous, vibrant, and sustainable Indigenous business sector, and believes that a collaborative and united approach is the key to achieving real change.

Key behaviours and values

Supply Nation's values guide the way we work with our members and suppliers, within our communities and with each other. Through integrity, accountability, collaboration, excellence, and empowerment, we create a culture where ideas flourish and a difference are made. We work together to transform the Indigenous business sector.

Integrity

We care deeply about what we do and how we do it. We stand up for what we believe in.

Accountability

We take responsibility for our own actions. We honour our commitments.

Collaboration

We work together as a unified team to produce the best results for our customers.

Excellence

We are committed to consistent professionalism as a positive, flexible, and responsive, innovative, and efficient team.

Empowerment

We create and promote a culture where all may thrive.

Position summary

Supply Nation is the Australian leader in Supplier Diversity and provides a direct business to business purchasing link between corporate Australia, government agencies and Indigenous owned businesses. Reporting directly to the Head of Corporate Services, this role is the driving force behind operational excellence and strategic advancement within our digital IT platforms. The Digital Programs Manager leads the development and execution of complex business process improvement initiatives across all operational facets of our digital program development and establishes and maintains advanced reporting systems, providing critical strategic insights to the executive team. The Digital Programs Coordinator will support the Digital Programs Manager across these functions.

The role supports the Digital Programs Manager to work collaboratively across the business to ensure continued establishment of the framework for launching a multi-year program of works to help transform the way Supply Nation does business. The coordinator role will support the Digital Programs Manager to ensure the existing systems are maintained and continuously improved within the available resources.

This role will work closely with the Strategy, Projects & QA Manager and other Heads of Department to ensure Supply Nation maintains its position as the leading Australian agency for delivery of key data and outcomes for the development of Indigenous Australian businesses.

Key responsibilities

- Support in the maintenance and improvement of existing digital systems.
- Collaborate with other cross-functional teams to assist in maintaining external systems integrations and solve IT-related issues.
- Assist in ensuring projects are delivered on time and to a high-quality standard.
- Investigate potential issues, leverage technical knowledge, and research skills to provide timely and accurate solutions.
- Resolve issues efficiently and demonstrate strong analytical and problem-solving skills.
- Assist in onboarding and offboarding of users in various digital platforms.
- document processes, procedures, and configurations of existing digital systems.
- Support in identifying and recommending suitable strategies and methodologies to meet programme objectives.
- Ensure projects are consistently delivered to a high-quality standard, on time and within budget. Managing project issues as they arise and escalating where appropriate.
- Develop and maintain positive relationships internally and externally; motivate and generate enthusiasm across the team and transform the digital vision.

Key deliverables

- On-going support, maintenance, and improvement of the existing digital systems, aligning all activity with the broader digital vision.
- Identify any resource profiles required to support Supply Nation's proposed digital roadmap.
- Develop detailed requirements for the next phase in Supply Nation's digital transformation.

Salesforce administration for Member and Suppler Teams:

- Managing shortlisting and uploading business match requests
- Upload new contacts by bulk (20+)
- Assist in deleting and uploading SpendTracker data.
- Manage list of services, industry, and sector
- Filter existing reports and adjust display.
- Help in problem-solving various profile access issues.
- Set up trigger of existing workflows for First Step, Next Step and Drive.

Maintenance:

- Manager back-end users and assist in resetting MFA or resetting password.
- Update existing templates for registration and certification and existing email templates
- Adjust layout of existing objects.
- Update existing field labels and add new values to existing picklist fields.
- Manage static resources for public file uploads.
- Use Developer Console to update files that use HTML and CSS to render web pages.
- Update existing HTML web pages through Community Builder.

IT Product Management:

- Triage issues that arise around digital products, services, tools, and technology within the Supply Nation digital ecosystem
- Forward to and coordinate with appropriate business unit or external vendor (Infoxchange, Alphasys, Digital Purpose, CodePro)
- Manage digital subscriptions.
- Organise computers and staff user accounts with Infoxchange.
- Facilitate setting up of new computers and resetting returned laptops with Infoxchange.

Digital Product Management

- Support other stakeholders in managing, tracking and overseeing the maintenance, and improvement of existing digital products/services/tools for Supplier and Member registration, Member invoicing, Indigenous Business Direct, Supplier and Member portals, Member Directory and Member Opportunity Board, Certified Supplier, SupplyStream & SupplyStream Lite API, SpendTracker, JumpStart, Kickstart and SalesForce.
- Support in assessing and engaging external vendors to develop, outline and deliver training to stakeholders/external/internal users around digital products.
- Assess new requests for development alongside the Head of Corporate Services.
- Implement reporting processes where required.

Quality Assurance

- Support continuous improvement initiatives within the Digital Services program.
- Assist with the evaluation of the effectiveness of the Digital Programs, policies, and processes.
- Maintain a detailed overview of workflows within the digital environment.
- Facilitate transparency and communication of changes and improvements across the organisation.

Internal and External Reporting:

- Assist in implementing and analysing reporting systems for accurate periodical reporting of the organisational digital strategy.

Workplace Health and Safety

- Maintain a clean and safe work environment while complying with all safety policies and procedures.
- Escalate all workplace accidents and hazards to the CEO and implement immediate action for identified hazards if able to do so.
- Participate in workplace consultative meetings and recommend improvements to workplace health and safety practices within the workplace.

General

- Attend regular and ad hoc meetings as required.
- Attend and participate in company training as required.
- Provide routine reporting as scheduled and ad hoc as required.

Key Selection Criteria

Specialist Knowledge and Attributes

- Demonstrated knowledge and understanding of Indigenous societies, cultures and issues affecting Indigenous Australians in business.
- 1 – 3 Years experience in digital platform business improvement and business planning
- Experience in analysing data and producing reports.
- Cultural sensitivity and a commitment to Indigenous workforce development.
- Exceptional leadership and team-building skills.
- Ethical conduct and a commitment to integrity.

Knowledge, Skills, and Experience

- Minimum of 5 years' working in a digital program's environment.
- Some experience in effectively managing external vendors would be an advantage.
- Some previous experience in CX, design or development is desirable but not a necessity.
- Experience and knowledge of web technologies, specifically CRM, WCMS, intranets, database architecture, and systems integration, is desirable.
- Excellent creative problem-solving ability
- Excellent interpersonal and communication skills
- Sound knowledge of the Salesforce ecosystem with preferably 2-4 years' experience in Salesforce problem solving and development.
- Familiarity with Office365 and other common software applications.

Additional Requirements

- Attendance at after hours' meetings may be required.
- Interstate travel may be required.
- Ability to work cross functionally and across geographies.