



# Application package

<b>Position title:</b>	Technology Platform Lead
<b>APS Level:</b>	Executive Level 1 (\$108,395 to \$116,969 plus 15.4% superannuation)
<b>Position offered:</b>	Full time (is committed to supporting flexible working arrangements)
<b>Closing date:</b>	<b>Midnight, Sunday 21<sup>st</sup> November 2021</b> – we will review applications as they arrive.
<b>Contact Officer:</b>	Steven Douek – Data and Technology Executive Manager
<b>Contact number:</b>	(02) 9432 7000

This application package includes:

- Information on how to prepare your application and the selection process.
- A position description.

## About the Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality for both women and men in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012 (Act)*.

Our Agency has two distinct functions: a regulator and influencer. In our regulatory role we administer the Act which requires all private sector employers with 100 or more employees to report against six gender equality indicators, which have been developed to address the most pressing contemporary challenges to gender equality in Australian workplaces. The Agency is also in the process of expanding to collect data from the public sector.

As an influencer our Agency seeks to educate and influence positive change in Australian workplaces by promoting informed, evidence-based public discussion and understanding of gender equality, collaborating strategically to build strong relationships between the Agency and its stakeholders, using the Agency's data-rich research to position it as the leading source of information and advice on workplace gender equality issues.

Further information about our Agency is available at [www.wgea.gov.au](http://www.wgea.gov.au)

# How to prepare your application

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## Eligibility to apply

Applicants **must** be Australian citizens. Baseline clearance or the ability to achieve clearance.

## Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives.

The Agency encourages and welcomes applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

You can tell us in your application or when called in for interview if you need any adjustments to help you participate equally in the selection process.

## Questions about the position

The contact officer is available to answer any questions you have about the position. You will find their contact details on page one of this application package.

## Lodging your application

Your application should be emailed to [recruitment@wgea.gov.au](mailto:recruitment@wgea.gov.au).

## Late applications

Late applications will not be accepted unless exceptional circumstances exist.

## Preparing your application

You should include the following information in your application:

- **Personal details** including your contact details.
- A **summary** of your work experience (CV/Resume).
- A **cover letter/statement** outlining how your skills, experience and qualifications will help you to meet the requirements of the role. This will help the selection panel make an informed assessment of your suitability.
- Details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referee)
- Any further relevant information.

## Selection Panel

A selection panel (usually three people) will be formed to consider all applications and to develop a shortlist of applicants for further assessment. This assessment can take many forms but will usually include a face to face (or video) interview and may **also include a short practical exercise**.

## Availability for interview

If you are shortlisted for an interview you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur **early December 2021** with offers expected to be made **within two** weeks of interview.

# Position description

<b>Position number:</b>	43419
<b>Position title:</b>	Technology Platform Lead
<b>APS Level:</b>	Executive Level 1
<b>Position offered:</b>	Ongoing role Full time (is committed to supporting flexible working arrangements)

## Purpose of the position

The Technology Platform Lead drives the delivery of the platform solution in line with the long-term architectural vision of the Agency. This role has a specific responsibility to manage and deliver the technical systems and customer support requirements for the Respect@Work and Public Sector Reporting programs in addition to delivering on other Agency programs.

At WGEA the Data and Technology team is critical to providing end to end oversight and management of the information systems that underpin and support all the Agency's data, information and reporting requirements. This includes management and delivery of stable business as usual operations along with agile enhancement of the core technology offering that supports all Agency activities. Additional team goals are enabling increasing efficiency of data collection, ensuring system security and information privacy, tuning scalability, supporting and training Agency staff, and ensuring compliance with relevant legislation and policies.

This role works closely with stakeholders to provide product recommendations, configurations, and technical expertise for all platform integrations and enhancements. The role will develop technical solutions and ensure proactive communication to various stakeholders throughout the product lifecycle. Liaising with Agency teams to understand simple to complex business requirements, overseeing the design, documentation, and development of a technical solution to meet these needs.

The successful applicant will be part of significant business transformation initiative currently under way. The multi-year program is centred on transformation of the Agency's data and technology platforms focusing on Salesforce Service and Engagement Clouds.

## Expected outcomes and accountabilities

This position reports to the **Data and Technology Executive Manager**, working closely with other key team members is accountable for:

- acting as a lead for platform enhancements and changes to user experience for reporting employers and stakeholders, measuring and reporting on success through user satisfaction.
- data and process integration of existing systems and processes to facilitate adoption and improve productivity
- developing, and maintaining relationships with key stakeholders (internal teams, external development teams and employers) through collaboration to ensure goals are clear and aligned to the Agency's objectives and facilitating cooperation
- Project team coordination in an AGILE delivery environment, including drafting change request contracts, assisting in sprint planning, developing complex project documentation (reports, progress updates, etc.), monitoring the delivery of key milestones, and risk management requirements.
- contributing highly developed system and support team knowledge, evaluating project/product development progress, and communicating status and risks appropriately.
- evaluating identified business requirements against the underpinning systems roadmap to determine, critical priority and feature delivery timelines
- critically evaluating information gathered from stakeholders and other sources to inform design and development of product strategies and evaluation prior to, and during implementation.



- feeding platform issues identified from support requests into the platform product backlog to ensure that (external) development teams are working on stories and features that; continuously simplify and improve user experience for the customers – both internal and external
- applying extensive experience to plan, prioritise, document, and maintain support desk operations within a regulatory and advocacy environment.
- setting support team priorities, including scheduling, managing project performance, and reviewing deliverables
- managing the development of processes, procedures and knowledge articles that improve productivity of the Agency and its staff; and support the growth of the Agency's digital capabilities
- developing a scalable training program for Salesforce, Tableau and Microsoft Advanced Analytics tools across the Agency, including training and support to staff on platform and business processes, and enhancements
- promoting and maintaining stakeholder relationships across WGEA's public sector network
- advising on reporting governance, policy, and program improvements to respond to internal and external users' needs
- developing extensive knowledge of statutory, regulatory and policy frameworks to represent the voice of all WGEA stakeholders using the CRM platform.
- contributing to other Agency projects as required.

## Expected capabilities

- At least 2 years of experience in Product Management and/or Product Development with at least 2 years of experience in Project Management and/or leading project or technical teams
- Proven track record of delivering customer centric, data driven solutions, preferably within a compliance and advocacy-based organisation
- Extensive experience in a supervisory, technical team lead or similar role
- Tertiary qualification in Information Technology, Computer Science or related field or relevant work experience
- Prior experience with management of ongoing enhancement of CRM, Customer Portals, and marketing applying extensive knowledge of AGILE processes and ceremonies, including prior experience working with agile delivery practises using SCRUM
- Demonstrate highly developed interpersonal skills with the ability to collaborate to achieve outcomes, maintaining strong relationships across a broad cross-section of stakeholders
- Proven understanding of project management being able to deliver in scope, on time, within budget
- Ability to develop strategic plans and processes to ensure the achievement of business outcomes
- Experience in the implementation of large projects through the full software development life cycle
- Demonstrated IT programme/project management and a good understanding of relational database model topics, APIs, logical operators, etc.
- Apply highly developed organisational and time management skills, including the ability to deliver time-critical work under general direction, while working flexibly and co-operatively in a team with a strong attention to detail and accuracy
- Adopt a principled approach and adhere to the APS Values and Code of Conduct. Act professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints
- Operate as an effective representative of the organisation in public and internal forums
- Apply highly developed written and verbal communication skills which include the demonstrated ability to confidently present messages in a clear, concise manner and to tailor communication style to suit the audience
- **Baseline Security Clearance** or the ability to obtain clearance (this includes being an Australian Citizen)

## Desirable

- Experience in automation tools, ideally using Salesforce
- Experience working with, designing, and configuring applications in Salesforce Service Cloud, Community Cloud, Marketing Cloud and Pardot is highly desirable
- Management of call centre systems, planning and adapting to needs based on call queues using live chat, email to case and automated phone systems



- Management of platform security and privacy frameworks and experience dealing with privacy legislation/events
- Capability in CRM, Data Mapping, SQL (etc.)
- Experience in managing projects with Atlassian Tools: developing documentation and managing collaboration with Confluence; development activities with Jira; and testing with X-Ray
- Proven focus on customer satisfaction and delivering high quality solutions to complex multi stakeholder level issues
- Experienced in creative problem solving and conceptualising solutions for rapid incident and problem resolution.

## The Agency

### What we are looking for

- people who are committed to supporting and delivering change in Australian workplaces
- people who engage with the future direction of the Agency
- flexible and adaptable people to meet immediate needs and future challenges
- team oriented people who have energy and are determined to succeed
- people who can make reasonable decisions and exercise judgment
- people who are open and accountable and of high integrity

### What we offer

We value our staff and encourage our employees to be adaptable and collaborative. Our staff are key to our success. We offer:

- a culture that is committed to achieving results and values innovation
- opportunities to work on agency wide projects and collaborations
- flexible working arrangements and excellent working conditions
- attractive salary packages including generous superannuation and a range of other benefits

