

DIGITAL WORKPLACE LEAD

How to apply

To prepare your application, please provide the following:

- a cover letter
- resume; and
- responses to the key selection criteria contained in the position description.

Applications that do not clearly address the selection criteria will be disregarded.

Applications close midnight on Sunday, 31 October 2021.

Where to apply

Completed applications may be forwarded to the **Shared Services Manager, Susan Learner;** employment@eclc.org.au.

ECLC Recruitment Process

The recruitment process is expected to comprise two stages for short-listed applicants:

- Interview with the selection panel; and
- Professional reference checks.

Applicants may be subject to the following pre-employment checks:

- A current Working with Children Check
- A current Police Record Check
- Proof of the right to work in Australia

The selection panel may conduct additional interviews or assessments at its discretion.

Eastern Community Legal Centre welcomes applications from current volunteers of our organisation. It is the position of Eastern Community Legal Centre however that a person cannot be engaged as both a paid employee and a volunteer of the Centre. Please note that if successful in the recruitment process, any current volunteer would be unable to continue in their volunteering role for the duration of their engagement.

Contact Us

If you have any questions regarding the role, please contact **Susan** on **0432 566 160**

For further information: www.eclc.org.au/employment

Eastern Community Legal Centre knows that our organisation is stronger with a diversity of backgrounds and experience. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.

Position Title	Digital Workplace Lead
Directorate, Team	People and Shared Services
Location	Box Hill / Boronia
Position reports to	Shared Services Manager
Direct reports	Nil
Classification	4 or 5 (depending on experience)
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Permanent, Part Time (0.6 FTE), 22.5 hours per week

About Eastern Community Legal Centre

OUR VISION: Human Rights | Fairness | Justice

OUR MISSION: Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne’s East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

OUR VALUES:

<p>Respect Appreciating diversity and treating all people with dignity</p>	<p>Compassion Understanding the underlying causes of disadvantage & offering support without judgment</p>	<p>Advocacy Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p>Safety Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p>Justice & human rights Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p>Strong governance & assurance Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p>Resourcefulness & practicality Finding solutions through working collaboratively and generously sharing expertise</p>	<p>Innovation & entrepreneurship Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p>Quality & evaluation Building evidence-based practice through a robust monitoring and evaluation culture</p>

Position Summary

As a key member of the People and Shared Services team, the *Digital Workplace Lead* will support the delivery of ECLC's digital workplace strategy centred on employee experience, engagement and adoption.

As a digital champion of workplace productivity and collaboration tools, the role supports end-users in the training, adoption and use of key organisation digital workplace platforms, in addition to holding responsibility for their oversight and maintenance. A major focus will be on overall change management, process improvement and communications, and raising adoption and proficiencies of current and future workplace technologies.

In supporting the end-users and digital workplace platforms, the role will also provide basic frontline ICT support and acting as an agent between staff and external IT Support for escalated support and assistance.

The *Digital Workplace Lead* will work closely with the Digital Workplace Lead (Intranet and Collaboration), and the Shared Services Manager, working collaboratively as a key stakeholder in the implementation of key ICT projects..

Key Accountabilities

Digital Workplace

1. Maintain digital workplace and collaboration assets and promote best practice and adoption throughout the organisation, demonstrating organisational value
2. Administration and support of key digital workplace solutions, including Microsoft 365 applications and Office Suite, Zoom, unified communications (Genesys Cloud) and audio visual technologies, helping teams navigate the digital workplace, and what tools to use when
3. Working in collaboration with internal staff and external IT support, act as a facilitator between IT and the organisation in order to work towards a more seamless experience of workplace technology
4. Work closely with key stakeholders to understand their needs and involve them in planning and problem solving and to identify, develop and implement improvements
5. Develop and maintain effective working relationships with external IT support and software service providers in relation to the technology and support requirements
6. Review, develop, document and maintain approved standards, best practices or system usage procedures
7. Develop resources and provide training for end-users
8. Maintain a dashboard of data and analytics related to digital workplace activity and feedback to the organisation with a mindset of targeted opportunities for continuous improvement
9. Maintain an active awareness and understanding of digital workplace trends in optimising the employee experience, both in-office and virtually, being aware of the potential impact of any new technologies and recommending overall strategy and alignment with organisational objectives
10. Be an agent for change, and actively participate in change management strategies and plans to maximise employee change readiness and adoption
11. Actively participate as a project team stakeholder in the planning, management and implementation of relevant initiatives

Organisational Participation

12. Actively participate in meetings with manager
13. At all times comply with ECLC policies and procedures, as varied from time to time
14. Undertake professional development in consultation with manager
15. Participate in organisational activities such as staff meetings, planning meetings and team development initiatives
16. Understand and demonstrate ECLC values
17. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

Decision Making

18. Decision-making authority over day to day workflow as outlined in the key accountabilities
19. Strategic or team decision making made in consultation with the Shared Services Manager

Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
Communicating with Others	<ul style="list-style-type: none">▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations▪ Negotiates confidently from an informed and credible position▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions
Working with Others	<ul style="list-style-type: none">▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues▪ Focusses on group results & celebrates teams' successes
Taking Action	<ul style="list-style-type: none">▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others▪ Contributes to and participates in process improvement and new approaches/ideas
Coping with Pace, Challenges and Change	<ul style="list-style-type: none">▪ Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development▪ Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others
Leadership	<ul style="list-style-type: none">▪ Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards▪ Supports an organisational culture that reflects ECLC values and vision▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness

Key Relationships

Contact / Organisation	Purpose of Relationship
Internal	
<i>Director - People and Shared Services</i>	Regular interaction in relation to key projects, trends and recommendations To ensure alignment with directorate and organisational strategic objectives
<i>Shared Services Manager</i>	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development To ensure alignment with directorate and organisational strategic objectives
<i>People and Shared Services Team</i>	To work collaboratively on projects and in delivering effective People and Shared Services support to the organisation Participate in meetings to share information, provide input on issues and in planning/processes
<i>Other Directorates, Program Managers/Supervisors and Staff</i>	Regular interaction in coordinating and supporting employees with organisation digital workplace platforms and tools Providing recommendations for best practice use and implementation of systems to further enhance workplace efficiencies and practices
External	
<i>Service Providers / Vendors</i>	To establish and maintain strong relationships and ensure quality service delivery Provide organisational requirements as required

Key Selection Criteria

Qualifications and Specialist expertise

1. Tertiary qualification (degree or post graduate) in a relevant discipline
2. Minimum 3 years' experience in similar role, preferably within the not-for-profit and/or community sector

Knowledge and skills

3. Understanding of the capabilities and role of the digital workplace in supporting organisation objectives
4. Demonstrated experience in administering Microsoft 365 and a variety of digital workplace platforms
5. Demonstrated experience in providing professional, timely and effective ICT support
6. Highly effective interpersonal skills with demonstrated experience in building and maintaining co-operative and productive working relationships with diverse stakeholders at all levels
7. Excellent judgement in relation to problem-solving with a focus on developing solutions and the ability to innovate and adapt to change, with a continuous improvement mindset
8. Experience training and supporting people in the use of technology, influencing behaviour, and leading change
9. Attention to detail and ability to effectively prioritise and organise work to achieve outcomes within a project environment

Personal qualities

10. Ability to work with people of varying technical skills
11. A love of working with technology and improving user experiences

Additional Information

Child Safety	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check
Cultural competency	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
Equal Opportunity	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
Flexible Working	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours. ECLC also operates a flexi-time system.
Health, safety and wellbeing	<p>ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures.</p> <p>It is the employee's responsibility to:</p> <ul style="list-style-type: none"> ▪ Comply with instructions and take reasonable care to ensure their own health and safety, and that of others ▪ Participate in the development of a healthy and safe workplace ▪ Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms ▪ Not place others at risk by any act or omission ▪ Use equipment safely and in a responsible manner
Pre-employment verification	<p>Appointment may be subject to satisfactory completion of screening requirements including but not limited to:</p> <ul style="list-style-type: none"> ▪ A current Police Record Check ▪ Verification of work right in Australia ▪ Certified copies of qualifications
Self-referral	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
Work environment	<p>Due to the current pandemic, this position includes an initial working from home arrangement.</p> <p>The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer.</p> <p>Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed.</p> <p>Occasional evening commitments.</p>

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.					
Employee Name:		Signature:		Date:	