

# POSITION DESCRIPTION

## Team Lead - Service Directory

EFT:	Full time, permanent
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Service Directory Manager
Location:	Melbourne

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 150 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve challenges around homelessness, family violence, mental health and disability, as well as support Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right digital tools to increase capability, build resilience and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation, we use technology to empower people experiencing disadvantage - driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Read more about Infoxchange in our annual report at <https://infoxchange.org/2020>

### About the role

The Service Directory team at Infoxchange play a vital role in ensuring our service directory of 370,000+ health and welfare services are maintained and updated to help people in need connect to support services. The service directory information powers [www.askizzy.org.au](http://www.askizzy.org.au) as well as other directories nationally.

The Team Lead - Service Directory will be a part of the Service Directory management team leading the database updating team. They provide day to day management of staff, KPI reporting

and support our delivery of our key government contracts to ensure we can update our service directory records annually. They will support, mentor and train staff, while building a comprehensive view of our database update program.

## Key working relationships

### Internal

- » Head of Social Innovation and Digital Inclusion
- » Manager - Service Directory
- » Editorial Lead - Service Directory
- » Service Directory updating team

### External

- » Community, government & private organisations

## Key duties and responsibilities

- » Management of the Service Directory database team made up of 15+ part time, work from home team members.
- » Support the database updating team by providing training, mentoring and support to reach the goals of the service directory.
- » Support the Service Directory Manager to manage updating workflow, maintain relationships with key service providers and backfill the managerial role when required.
- » Support the documentation and delivery of record updating.
- » Support the prioritisation and allocation of updating work to reach team goals.
- » Support the Service Directory Manager in meeting contractual requirements, especially during an emergency response period, for our clients.
- » Key selection criteria

### Essential

- » Experience in team management including mentoring and developing people in a positive inclusive manner.
- » Experience training and developing staff to meet key performance indicators, and reporting on these indicators.
- » Experience using database software as well as Microsoft Excel, Office and PowerPoint.
- » Excellent verbal and written communication skills
- » Strong attention to detail, with proven problem solving and organisational skills.
- » Ability to deliver feedback constructively and an openness to receive feedback to improve performance.
- » Experience compiling reports using data and insights from delivery of work.
- » The ability to work under pressure and prioritise competing demands.
- » Ability to be flexible and adapt to changing priorities.
- » Safe working from home environment with a designated work area.

## **Desirable**

- » Understanding or interest in database technology
- » Understanding of how to interpret and manage data
- » Experience liaising with community organisations and other key stakeholders to collaborate on client need.
- » Commitment to quality practice through service delivery.
- » Passionate commitment to the development of the not-for-profit sector including an understanding of technology as a driver in sector capacity development and alignment to the vision, mission and values of Infoxchange.

## **Employment conditions**

- » Remote role with occasional meetings at Infoxchange's Melbourne office.
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.

**Applications that don't respond to the selection criteria will not be considered.**