



PREPARING YOUR JOB APPLICATION

- To prepare your application please complete the following;
 - Review the mission and ministry distinctives outlined on page 2
 - Review the position description outlined on page 3 - 4
 - Develop a 1 – 2 page cover letter outlining;
 - Why you are interested in the role.
 - How you would fit with Compassion's organisational identity and culture and
 - How your skills and experience suit the role.
 - Develop a concise resume outlining your qualifications and employment history.
 - Respond to the screening questions the online application form

CONTACT US

- If you have any questions regarding the role, please email peopleandculture@compassion.com.au

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists to release children from poverty in Jesus' name.

DISTINCTIVES

Christ-centred: We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

Child-focused: Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

Church-based: We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

Section/Team: Technology Enablement

Reports to: Senior IT Manager

Primary Purpose

The CRM Project Manager is responsible for overseeing and project managing the end to end delivery and overall quality of a CRM solution from discovery to project close. The role would manage a project team including business analysts, technical specialists and SME's as well as all associated vendors or partners. The CRM project would be undertaken in alignment with Compassion Australia's existing internal execution and project management methodologies and processes.

Key Accountabilities

- Lead and manage the CRM project team
- Critically evaluate the value of the CRM project to enable Compassion Australia's 3 year strategy and ensure that solutions provided by internal staff, associated vendors and partner's align with the required outcomes and position Compassion Australia for growth over the next 10 years.
- Plan and execute this organisation wide project, using Compassion Project methodology, in line with ministry strategy and priorities.
- Manage day-to-day operational aspects of the project and scope; create and execute project work plans and revise as appropriate to meet changing needs and minimise risk
- Set and manage project expectations with the Project Steering Committee / governance group, Project team members and Project stakeholders in a clear, timely and transparent manner
- Manage the project budget and estimate the resources needed to achieve project deliverables and to minimise resourcing constraints and impact across other ministry operations
- Create supporting project documentation including business cases, change requests, specifications, layouts, test plans, training materials, operational procedures, user documentation, status reports, change management frameworks, key communications, etc.
- Conduct project evaluations throughout the project to ensure health in the project team and so that each release plan / project phase is successful.
- Deliver a clear process and lead successful hand over the final solution to the ministry to incorporate in daily processes / essential servicing.
- Manage relationships with platform vendors and implementation partners.

Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- Demonstrated Salesforce/MS Dynamics project management experience and knowledge of the Salesforce/MS Dynamics solution.
- Previous experience in finance systems supporting all functions of accounting and accounts payables/receivables
- Experience managing projects in both Agile & Waterfall methodology.
- Prince2 Agile Practitioner or PMBOK certified
- Experience in data migration projects
- Experience working with external vendors/partners for a solution implementation
- Excellent organisational skills, with the ability to prioritise conflicting tasks to meet strict deadlines
- Excellent interpersonal skills with the ability to develop effective inter-departmental and organisational relationships

- Excellent communication skills (written and verbal) with the ability to effectively liaise with internal and external clients.

People Management Capabilities – Leader/Manager

Communicates with influence: *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Speaks in public in a compelling manner, with the ability to present content, facilitate training, and tell stories in an engaging way
- Inspires, influences and motivates others to action through impactful communication
- Develops and provides appropriate communication to diverse audiences, groups and stakeholders
- Leverages the right communication channel to communicate information in a timely way
- Ensures all communications reinforce our values and culture
- Communicates the rationale for decisions in a timely way

Delivers on the strategy: *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Creates and fosters strategic alignment at the team and individual level
- Encourages and models the practice of evaluation, celebrating wins and rapidly learning through failure
- Balances quality of essential servicing work with the ability to execute on strategic objectives
- Demonstrates adaptability and responsiveness to change in direction/strategy
- Translates high level strategic objectives into actionable team and individual objectives

Demonstrates business acumen: *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Understands and contributes to the finance and budget processes, maximising team efficiency and effectiveness
- Leads continual process innovation in response to internal requirements, external trends or industry disruption
- Leads the team through difficult changes in a way that represents ministry values
- Makes the right business calls, even when they are difficult
- Considers and monitors capacity of team in order to manage volume of work
- Seeks out information and analyses data to support decision-making
- Continually builds knowledge in breadth of critical business disciplines including marketing, digital technology, strategy, Risk, Finance and HR

Develops effective relationships: *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Demonstrates genuine empathy, care and respect for all members of the ministry
- Engages appropriately in two-way conversations which increase clarity of purpose and build authentic, transparent relationships
- Seeks out and actions feedback from stakeholders in order to improve role and ministry effectiveness
- Sees Compassion as a system of relationships and connections, working across the ministry to connect with key internal and external stakeholders to deliver on outcomes
- Rapidly and effectively manages conflict within the workplace

- Promotes cohesion and good teamwork across team boundaries

Leads high-performing teams: *Leads high performing teams by coaching and mentoring team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Leads in a servant-hearted manner that reflects and models our ministry values
- Mentors, equips and empowers team members to grow and develop, achieving increased performance
- Selects the right people for the right roles, discerning ministry and role fit
- Sets clear performance objectives, provides timely feedback and holds team accountable for outcomes
- Identifies the right people for succession and project opportunities
- Encourages diversity of thought and seeks out different perspectives when making important decisions
- Proactively addresses underperformance of team and/or individuals
- Manages conflict in a fair and constructive manner, seeking a 'win-win' outcome, wherever practicable
- Champions change and supports people to transition to new ways of working
- Involves team members in decisions that affect them
- Celebrates and recognises team members who achieve great outcomes and represent our ministry values
- Delegates decision making authority appropriately, empowering team members to achieve results