



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 Team

Reports to: Development Lead – Applications and Integrations

Primary Purpose

The Software Developer - CRM works as part of the Technology Enablement Team to develop and maintain technology solutions for operational challenges, to improve the efficiency and effectiveness of the ministry. As Compassion Australia replaces its current CRM platform, the Software Developer – CRM is primarily responsible for working alongside implementation partners on developing and implementing solutions to ensure the organisation is equipped to continually achieve outcomes of our ministry strategy using the platform into the future.

Key Accountabilities

- Consult with end-users to understand technology needs
- Design, code and release new software systems to maximise benefit to the ministry
- Develop documentation and provide support for delivered systems
- Contribute to team agile development methodologies to provide rapid development and continual improvement of software systems
- Contribute to the development and implementation of strategy, design, processes, budgets and deliverables
- Contribute to the delivery of strategic projects and outcomes of the Technology Enablement Team through performing specific duties as required.
- Assist with the development, implementation and promotion of IT policy and procedure to ensure the security and availability of computer systems
- Investigate and advise on technology trends in order to keep Compassion Australia up to date with best practice
- Write well-designed, maintainable and testable code
- Develop specifications and determine operational feasibility of solutions
- Engage in continuous product and process improvement by identifying technological and systems deficiencies and recommending process, procedures and method improvements.
- Integrate software components into existing, fully functional software system
- Other relevant duties as required

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

- Extensive Salesforce development experience - minimum 3+ years writing salesforce code (APEX)
- Completion of Salesforce Certified Platform Developer I Certification
- Experience with Web Services development and Salesforce API
- Knowledge of databases and data retrieval using SQL
- Experience installing, configuring and working with, Salesforce AppExchange applications
- Strong software system testing, design and architecture skills
- Advanced skills in C#, .NET, PHP, NET and web technologies (JavaScript CSS and HTML)
- Demonstrated skills in object orientated programming and design
- Problem-solving skills

People Management and Leadership Capabilities – Team Member/Specialist

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:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

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

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

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

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

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

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

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

Success looks like:

- Recognises the importance and value of teamwork and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results.