

## Digital Project Manager

- **Full-time, Remote, 4-month contract with possibility of becoming permanent**
- **Immediate start available**
- **Use and develop your skills in a dynamic NFP environment**
- **Exciting opportunity for someone with passion and drive**
- **Our team WFH flexibly, and we are happy to discuss what flexible working options work for you**
- **A role that will be key in supporting the organisation reach its goals**

### About Us

An Australian not-for-profit organisation dedicated to achieving technology-enabled social inclusion, Leep NGO advocates for equality of access to, and use of, digital technologies for the most vulnerable members of disadvantaged communities, who are at the greatest risk of social exclusion, and for whom digital technology can offer life-changing benefits. Those with low levels of income, education and employment are significantly less likely to be digitally included: already disadvantaged and vulnerable, they are at increased risk of compounding their existing disadvantages. Leep is committed to addressing the issues of access, motivation, skills, and trust that challenge universal digital literacy. Our mission is to create a digitally inclusive society, where no one is left behind.

Since 2015, Leep has provided free one-on-one, face-to-face digital mentoring programs, delivered by trained volunteers (whom we call 'Tech Mates') across western Sydney and western New South Wales. We have delivered more than 4,000 hours of digital mentoring to more than 1,000 learners at 20 locations.

Working closely with the Board, the Executive Chair has her eyes on the future. We're investing in new ideas, partnerships, and infrastructure. We will substantially increase our services over the coming year, and are looking for people with diverse perspectives, backgrounds, and talents to build their careers with us. You will play an important role in helping Australia become a digitally inclusive society.

### About the Role

The Digital Project Manager is responsible for the creation and curation of all digital literacy-training marketing materials. You will write clearly and concisely with the aim to engage a non-technical audience.

This role will be key in supporting the organisation reach its goals and will play an important role in maintaining and strengthening our organisational culture as we grow. Within a team-based structure and an inclusive organisational culture, you will have autonomy and the opportunity to make decisions.

The role involves working closely with internal and external clients, as an integral member of the team, to develop and deliver strategic solutions to implement digital literacy training resources.

### About You

You will have at least five years' experience of project managing digital programs, and a knowledge of developing and delivering training material for non-technical audiences which keeps the reader engaged. You will have basic design experience to ensure visual examples are used where necessary and all training materials are visually pleasing and engaging.

A confident digital project manager with high-level relational skills, you possess a genuine interest in employee wellbeing and development, and promoting a positive and ethical working environment, and have a track record of success in:

- Managing a wide range of digital projects.
- Influencing process improvement and technology enhancements.
- Adding value and sustainability to business practices and models.
- Identifying and diversifying organisational opportunities.

As a highly self-aware and empathetic individual with exceptional interpersonal skills, you will continue to foster a collaborative, respectful culture, building on positive stakeholder relationships, and have a reputation for integrity and consistent delivery.

The ideal candidate will also be driven by process and deadlines, and skilled at streamlining and improving organisational efficiency.

Good interpersonal skills and stakeholder management are a must. You will also need to be comfortable to work as a member of a small but fast-growing team with a values-driven organisational culture. Friendly and approachable, you develop good rapport and treat others with respect. You love to support teams to learn and grow. You can cultivate effective interpersonal relationships and gain support across a range of stakeholders, including the ability to build on productive partnerships internally and externally, to represent Leep, to be a thought leader in the sector, and to work collaboratively to achieve organisational goals and objectives.

### Required Skills

- **Strong digital project management background** – with the ability to provide examples.
- **Planning and organising** – you have exceptional organisational skills and can plan, organise, and deliver multiple tasks and projects to tight deadlines. You always ensure projects are completed on time and within budget.
- **Management skills** – you can draw the best from staff and volunteers alike, including managing people working remotely.
- **Attention to detail** – you never let things slip through the cracks and always double-check the small details whilst keeping the big picture in mind.
- **Flexibility** – you are always flexible in your approach, with the ability to manage complex projects and juggle a wide range of competing priorities.
- **Initiative** – you see opportunities that others don't and propose ways forward without being prompted. You look beyond business as usual to find better ways of doing things.
- **Scriptwriting/copywriting experience.**
- **Basic design experience.**

### Required Attributes

The successful candidate will be able to demonstrate a track record over at least five years that demonstrates these attributes/capabilities:

- **Negotiation** – you are an effective and sensitive negotiator.
- **Leadership** – you can inspire and manage a team of staff and contractors to deliver their best.
- **Project Management** – you know how to project manage multiple ongoing projects, and to engender productive collaboration for tangible results.
- **Analysis + Strategy** – you can analyse data to understand, evaluate and optimise performance and outcomes, and produce reports, strategic recommendations, and programmatic budgeting.
- **Communications + Persuasion Skills** – you can communicate persuasively with diverse stakeholders internally and externally, communicating Leep's purpose and impact to attract partners, funding, and support.

### Key Responsibilities

- **Project work** – under broad direction from the Executive Chair, Leep team, and external stakeholders, and overseeing the Digital Content Developer/Copywriter:
  - Collaboratively source and implement a range of projects focused on teaching digital literacy to volunteer managers.
  - Investigate, assess, and procure external resources and platforms which support the project.
  - Oversee implementation of the project and provide a framework for continuing and growing the program.

- Build relationships with project stakeholders to facilitate the design and implementation across the organisation.
- Compile comprehensive training material for all aspects of the project.
- Script and produce video training materials.
- Edit and revise all written materials.
- Quality control of all training materials.
- Develop local briefs to provide updates on project outcomes to internal and external stakeholders.
- **Policy and Process Management**
  - Develop and implement high quality administrative systems and processes to manage the digital project to ensure delivery of quality outcomes.
  - Regularly review and audit systems and processes to ensure good practice through quality assurance and documented procedures.
  - Ensure compliance with functions, financial and physical resources.
- **Stakeholder Engagement**
  - Build and maintain positive on-going relationships with internal and external stakeholders that enhance continuity and the delivery of digital project activities.
  - Establish and foster key relationships with both internal and external stakeholders.
  - Co-ordinate the promotion of the digital project activities and resources.
- **Consulting**
  - Identify specific stakeholder needs.
  - Monitor and evaluate the effectiveness of the implemented platforms and resources learning and report outcomes to relevant stakeholders.
- **Planning and Reporting**
  - Prepare monthly reports relating to the current projects and activities, outlining actions to date, issues, concerns, and activities in the next period.
  - Prepare evaluation reports relating to student satisfaction and relevance of implemented resources.
- **Teamwork** – Demonstrate a commitment to teamwork and the maintenance of a supportive and collaborative work environment with internal and external stakeholders
- **Other** – Undertake organisation-wide responsibilities as required.

### Essential Selection Criteria

Candidates are required to respond to each of the selection criteria:

- **Qualifications** – A degree with subsequent relevant experience; or other relevant discipline, or equivalent substantial experience areas of design and /or Technology, digital projects, and business analysis.
- **Experience/Knowledge Attributes**
  - Demonstrated ability and proven experience in in implementing digital projects relating to training through to successful completion.
  - Demonstrated ability to establish and foster key relationships with internal and external stakeholders.
  - Knowledge of training delivery models and how digital resources can support these models.
  - Experience in the development of systems and processes to ensure quality outcomes.
  - Demonstrated ability to operate independently and with accountability to deliver high-quality digital programs.

- Excellent interpersonal and communication skills including and ability to work collaboratively in a remote and multi-disciplinary environment.
- Ability to work with representatives of other organisations within the NFP and digital literacy sectors to expand resources, build capacity and enhance our reach, as appropriate.
- Exceptional communication skills, including outstanding interpersonal and representational skills, and the ability to produce formal responses and submissions.
- Ability to synthesise information and communicate in a compelling and succinct form.
- Demonstrated project management skills, high-level planning, organisational skills, and problem-solving skills, including the ability to manage multiple and competing priorities, and work to tight deadlines.
- A solid understanding of budgets as they relate to proposals and grants.
- Ability to work autonomously with minimal direction.
- Proficiency in Microsoft Office suite.
- Deeply held social justice values.
- The right to work in Australia.
- A professional approach to dealing with confidential issues.

### **Inclusion at Leep**

We try always to ensure our work generates welcome, inclusive, safe, and creative community environments for all, and we pride ourselves on providing a working environment that is both driven and ambitious and caring and kind. At Leep, all employees are encouraged to be themselves and to bring their whole selves to work every day. We encourage applications from Aboriginal and/or Torres Strait Islander people, people living with disability, culturally and linguistically diverse people and people of the LGBTQ+ community, including transgender, gender diverse, and intersex people.

Leep has a commitment to maintain a diverse workforce and welcomes the opportunity for applicants to share their lived experiences. We also recognise that some applicants may not wish to disclose, and we respect their decision.

We serve culturally and linguistically diverse communities in Australia, and value intercultural expertise, diverse ways of thinking and the ability to work in more than one language.

### **Apply Now!**

- This role is the perfect opportunity for someone who is available soon, if not immediately, and who is highly motivated and hands-on with excellent written, organisational, interpersonal, and digital project management skills.
- Your ability to think and act proactively and work under pressure while consistently meeting deadlines, coupled with your flexible 'can do' attitude is key.
- This is an outstanding opportunity to contribute to a growing NFP organisation's purpose and operations and deeply engage with the business and its key stakeholders to achieve outcomes that make a positive difference to disadvantaged Australians.

### **Your application must include the following, submitted in one document:**

- **Covering Letter:** A covering letter with specific responses to the Key Selection Criteria, providing examples of demonstrated experience and capabilities, and your interest in the role.
- **Curriculum Vitae:** A complete current resume, stating responsibilities and achievements against each role you have held.
- **Portfolio**
- **Written Response:** Answers to the following questions:

- **Question 1.** *What is the most complex project you have undertaken? What were the objectives, stakeholders, and the budget? What systems and processes did you use to make sure it happened on time and within budget, while achieving your objectives?*
- **Question 2.** *Describe a recent situation where you have led or contributed to the development of a healthy, positive, respectful, values-based workplace culture. What were the key elements of your approach? What challenges did you face, and how did you overcome them?*
- **Optional:** a video of up to 1 minute introducing yourself and finishing this sentence: *“I am the right person to undertake this project because...”*.

Leep will ask for at least two professional and two personal referees if you are shortlisted.

All staff at Leep are required to hold current police checks and have full vaccination against COVID-19 or valid medical exemption.

Leep NGO invests in the development of all its team members. You can expect to have access to opportunities to develop professionally, and to be challenged through your daily work. We proactively offer support in the face of any challenges that may arise and encourage the development of passion projects both internally within the organisation and across your life.

If you're looking for the next opportunity in your career and want to work for a growing digital inclusion NFP organisation, then apply now! **Applications will be reviewed as they are received.**

Reach out if you have any questions: [annew@leep.ngo](mailto:annew@leep.ngo)