OzHarvest l Job Description

Your Position title:	Implementation Project Coordinator
You'll report to:	National Volunteer Lead
Classification	6 month initial contract, with intent to extend for up to a further 6 months on successful pilot
Headcount or hours/week:	0.6FTE / 22.8 (flexible) hours per week
Date:	December 2023

Your key relationships
The Implementation Project Coordinator is part of the collaborative OzHarvest team, which includes the National Volunteer Lead, Tech Lead, Volunteer Coordinators, IT team, Marketing Team, Volunteers and the OzHarvest team as a whole. You'll also work with external stakeholders including software platform vendors and various corporate partners and service providers.

What we're about
Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values: **Connected by a cause:** We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us. **Nourish & Grow:** We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive. **Boldly Courageous:** We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect. **With Gratitude:** We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role
As the Implementation Project Coordinator, you'll be responsible for planning, designing, implementing, testing and launching a people management platform alongside our Tech Lead and National Volunteer Lead. Your role will involve collaborating with various stakeholders, including the Marketing Team, Volunteer Team, IT team and external software providers to ensure the successful build and launch of a people management system, and deliver exceptional user experiences.

This critical and newly established role will draw on skills and experience in technology systems architecture design, digital visual content design, process mapping and instructional document creation, automation and integration with a range of technology systems, and upholding data governance policies.

Your Key Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life

- Demonstrate each OzHarvest value in every one of your actions and decisions
- Contribute to the successes of your team by supporting your team mates to be the best they can be
- Communicate honestly and openly at all times

Project Planning

- Lead project planning activities for the configuration and implementation of the volunteer management platform.
- Work closely with internal teams and the vendor to create a comprehensive project plan.
- Define project milestones, timelines, and resource requirements.
- Monitor and adjust the project plan as needed to ensure successful and timely configuration.
- Communicate project progress and potential issues to stakeholders.

Stakeholder Collaboration

- Collaborate with National Volunteer Lead and Volunteer Coordinators to gather insights and ensure user-centric configuration.
- Engage with the Marketing Team to understand branding and communication requirements.
- Work with the IT team to address infrastructure and technical requirements.
- Facilitate communication between stakeholders and the vendor for seamless collaboration.
- Provide regular updates and training sessions to stakeholders as needed.

User Experience Enhancement

- Focus on delivering exceptional user experiences throughout the configuration and implementation of the platform.
- Conduct usability testing and gather feedback for iterative improvements.
- Implement OzHarvest branded digital visual content design principles to create visual assets and enhance the experience.
- Ensure the platform configuration is user-friendly and accessible to individuals with varying tech abilities and accessibility needs.
- Collaborate with the National Volunteer Lead to understand user needs and preferences.

Process Mapping and Documentation

- Map existing volunteer management processes to identify areas for improvement.
- Create detailed process maps to guide the configuration and implementation of the platform.
- Develop instructional documents for volunteers and internal staff on platform usage.
- Establish and maintain documentation for troubleshooting and support purposes.
- Ensure all processes align with OzHarvest's mission and values.

Platform Configuration

- Collaborate with the vendor in configuring the new volunteer management platform to meet OzHarvest's needs.
- Ensure effective configuration, testing, and launch of the new platform.
- Facilitate communication between OzHarvest and the vendor to align on configuration requirements and integration points.
- Ensure the platform aligns with OzHarvest's data governance policies and security standards.
- Oversee the configuration process, troubleshoot issues as needed.

Automation and Integration

- Identify and implement opportunities for automation within the platform.
- Integrate the platform with other technology systems for seamless data flow (e.g. Salesforce).
- Collaborate with the IT team to implement and test automation processes.
- Monitor and optimise integrations for efficiency and accuracy.

Training and Support

- Provide training and support to relevant staff and volunteers on new processes or systems being implemented.
- Serve as a resource for project-related inquiries and troubleshooting.

Personal Specifications

Qualifications

- A degree or equivalent in a relevant field such as Project Management, Information Technology, or a related discipline.

Skills, Knowledge & Experience

- **Project Planning and Coordination:** Proven experience in project planning, coordination, and execution.
- **Change Management:** Proven experience in helping various stakeholders engage, adopt and use new a software system
- **Communication and Collaboration:** Strong interpersonal and communication skills to facilitate collaboration with internal teams and external vendors.

- **User Experience and Design:** Understanding of user experience (UX) principles and design thinking.
- **Documentation:** Proficient in creating detailed project plans, process maps, digital brand assets, and instructional documents.
- **Technology and Systems Knowledge:** Understanding of workforce management systems or similar platforms. Familiarity with Salesforce or CRM (Customer Relationship Management) systems preferrable.
- **Problem-Solving and Troubleshooting:** Ability to identify and address issues during the configuration and implementation process.
- **IT or Technical Background:** Experience and certifications in Information Technology, Computer Science, or a related field. Knowledge of technology systems architecture and configuration.
- **Experience in Configuration Management:** Demonstrated experience in configuring third-party systems or software.
- **Experience with People Management Systems:** Previous experience or certification related to people management systems would be beneficial.
- **Adaptability and Flexibility:** Ability to quickly adapt to changing project requirements and priorities.

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Appreciation and understanding of the value of volunteerism, and of the volunteer user experience
- Embraces challenges, feedback, and continuous improvement
- Energetic, positive and proactive
- Highly organised and self-motivated
- Ability to manage multiple stakeholders and multiple tasks
- Strong communications skills and the ability to build and nurture relationships
- Strong customer service approach
- Ability to work effectively under pressure

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employees Name:

Signature: **Date:**