



Position description

Web Development & Support Officer

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| Reporting to: | Security and Application Support Manager |
| Unit: | Mission Resourcing Unit |
| Location: | 130 Lonsdale Street Wesley Place Melbourne |
| Tenure: | On-going |
| Hours per week: | 37.5 |
| Cost center: | C049 |
| Date: | January 2025 |

Guna Krishnamoorthy

Employee

K. Guna

Signature

25/02/2025

Date

George Delice

Manager

George Delice

Signature

25/2/2025

Date

Uniting Church of Australia – Synod of Victoria and Tasmania

The UCAVT (Uniting Church in Australia – Synod of Victoria and Tasmania) is the Council of the Uniting Church in Australia (UCA) responsible for the general oversight, direction and administration of the Church's worship, witness and service in the region allotted to it. It exercises pastoral, executive, administrative and disciplinary responsibilities in relation to the presbyteries within its bounds. In particular, it promotes and encourages the work of the Church, assisting congregations and presbyteries within its bounds in their faithful participation in the mission of God.

Mission Resourcing Unit

Within Synod Ministries and Operations, the Mission Resourcing Unit (MRU) offers a range of professional services that are financial, technological and people-related, to support and resource mission and ministry. The MRU supports and resources the aspirations outlined in the Synod's Strategic Framework (our Vision Statement, Mission Principles, Statements of Intent, Strategic Priorities and Areas of Focus). Underpinned by a culture of service excellence, the MRU aims to provide timely and accurate advice, information and services that support presbyteries and faith communities, and partners with them to advance mission and ministry.

The MRU strives to demonstrate leadership by actively:

- promoting all aspects of the Synod's life, and deliberately addressing the Strategic Priorities and Areas of Focus as resolved by the Synod
- developing networks and building deep partnerships across Synod Ministries and Operations, presbyteries and their congregations, UAICC Victorian and Tasmania and as appropriate, the institutions of the Church
- maintaining strong, engaged relationships with presbyteries through regionally based participation and support.

IT Services Team

The Information Technology Services (IT Services) team provides IT services to councils of the Church, including presbyteries and congregations, Synod Ministries and Operations.

The team provides a range of information and communication technology services, including technology infrastructure, network, helpdesk, telecommunications, project management, software application design and support, web services, and systems engineering and support.

The team also provides services under shared service arrangement to U Ethical, presbyteries and congregations and services over four hundred users located in five locations across the synod.

Role purpose

This role is part of an application support and security team that supports and maintains various applications and internet and intranet sites utilised by UCA and its institutions. The environment consists of a significant on premise environment and a growing cloud based environment.

The role will also be responsible for providing IT systems support for IT project work within the Uniting Church in Australia Synod of Victoria / Tasmania in particular work related to the modernisation of core applications utilised by UCA.

The role is an escalation point for issues in relation to intranet and internet services and numerous workflow forms being utilised by UCA and its institutions.

The role will also produce documentation in relation to the operations of applications and intranet and internet sites.

Key selection criteria

Qualifications and experience

The successful applicant will have the following skills and abilities.

- Tertiary qualifications in Information Technology or Computer Science.
- Microsoft Certified Technology Specialist or equivalent technical ability.
- At least 3 years' experience in a similar role.
- Experience working in the not for profit sector would be an advantage.

Skills and abilities

The successful applicant will have the following skills and abilities.

1. **Technical expertise:** Experience working with various SharePoint versions, Nintex workflow/forms, SharePoint Designer, Microsoft Dynamics products, Microsoft Office 365, Marcoview, ELMO and other SAS applications and WEB tools.
2. **Project management:** ability to develop project plans with clearly defined objectives and actions; to regularly communicate with stakeholders and team members; to ensure project objectives are met by anticipating and managing potential and emerging issues; to hold the team accountable for delivery of projects within budget and in line with plans.
3. **Stakeholder management:** ability to identify common issues for multiple stakeholders, and to respond to complex situations in ways that build mutually beneficial partnerships; to use influencing and negotiation skills, and provide compelling support for strategies and projects, in order to ensure agreement and ownership.
4. **Client service:** ability to provide outstanding levels of service, within the organisational context, to a client or stakeholder, to be highly accountable and responsive to service issues that arise; and to manage risks to service delivery.
5. **Team-work:** ability to cooperate and work well with others in pursuit of team goals; to collaborate and share information; to show consideration, concern and respect for others' feelings and ideas; to accommodate and thrive in context of others' different working styles.
6. **Conceptual and analytical ability:** ability to deal with concepts and complexity comfortably; to use analytical and conceptual skills to reason through problems; to be creative with ideas and to link these to practical and effective innovations.
7. **Attention to detail:** demonstrates keen attention to detail; ensures accuracy; identifies gaps in information; looks for logical sequences of information.

Personal competencies and qualities

The successful applicant will also have these personal competencies and qualities.

8. **Communication skills:** excellent verbal and written communication skills; excellent interpersonal skills, and ability to effectively interact with a diverse range of individuals, groups and committees.

9. **Awareness of culture and diversity:** awareness of issues related to inclusion and fairness; understanding of diversity in culture (importance of culturally and Linguistically Diverse – CALD – communities), ability, age, gender and sexuality (issues related to Lesbian Gay Bisexual Transgender Intersex – LGBTI – communities); capacity to embrace the values and benefits of diverse communities, including in faith-based gatherings and workplaces.

Other requirements

Applicants will be required to obtain a Working with Children’s Check, and their employment will be subject to satisfactory completion of a National Criminal History Check.

From time to time, flexibility of hours is necessary, outside of 8am and 6 pm weekdays and inclusive of weekend work. Annual leave may not be approved immediately prior to and during the biannual Synod meeting.

Travel within Victoria and Tasmania will be required and applicants must have a current driver’s licence.

All staff are responsible for maintaining records and data related to their role responsibilities and work area in accordance with the relevant policies and procedures.

Applicants must be willing to work within the UCA’s Workplace Values and Characteristics (see below). They must support the direction outlines in the Synod’s document ‘Our Vision Statement, Mission Principles, Statements of Intent, Strategic Priorities and Areas of Focus.’

Key accountabilities and activities

| Key accountabilities | Key activities |
|------------------------------|--|
| Provide web services support | <p>Manage, develop, and support various technologies, including SharePoint Online, SPFX, MS Teams, Power Apps, Power Automate (Flow), and Power BI. Additionally, having proficiency in image handling and processing using applications like Adobe Suite desired. Familiarity with WordPress and C-Panel web hosting control is also required.</p> <p>Develop, test, and maintain web applications, websites, intranet and digital tools using various technologies, including WordPress, SharePoint, Nintex, InfoPath, Dynamics, and others.</p> <p>Provide application support in the ICT environment, with a strong emphasis on cloud-based applications and infrastructure within the Microsoft cloud environment and other SAAS systems that require web integrations.</p> <p>Proactively identify opportunities to enhance digital workflows and automations, collaborating with business units to implement improvements.</p> <p>Escalate Microsoft applications issues. Serve as a key IT escalation point, particularly for issues related to Web technologies and</p> |

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| | <p>applications. Responsively resolve support requests, incidents, and proactively address recurring problems.</p> <p>Develop, document, and test integration component changes in response to both business and technical requirements.</p> <p>Ensure security policies and access rules applies aligned to IT standards, policies and procedures.</p> |
| Work in partnership | <p>Maintain a current understanding of life within people across the life of the church, stakeholders and clientele to ensure effective communication.</p> <p>Create user guides, training materials, and documentation for applications and systems.</p> |
| Communicate effectively | <p>Confidently convey ideas and information in a clear and interesting way, understanding the target audience and objectives of any communication.</p> <p>Use feedback to refine communication, and handle sensitive communications.</p> <p>Write briefs, emails and reports, using clear, concise and grammatically correct language. Edit written communications to ensure they contain the information necessary to achieve their purpose.</p> <p>Use multiple communications channels to tailor communication to relevant audiences.</p> |
| Demonstrate teamwork | <p>Openly share insights with others. Maintain effective and respectful relationships.</p> <p>Participate in team meetings and conversations with peers in a way that encourages collaboration, connection, and lighter and simpler systems.</p> <p>Remain open and flexible to new ideas and the sharing of resources, to ensure the wisest use of the Church's resources.</p> <p>Resolve any conflict that may arise through effective reconciliation methods.</p> <p>Participate in team development activities and exercises to enhance own leadership and foster a culture of teamwork across Synod Ministries and Operations.</p> |
| Manage self | <p>Prepare own work plan annually with agreed measurable outcomes.</p> <p>Actively participate in the annual Performance Planning & Development program.</p> <p>Demonstrate a commitment to developing self, learning new skills and gaining new insights into own effectiveness.</p> |

Synod Vision

Following Christ, walking together as First and Second Peoples, seeking community, compassion and justice for all creation.

Synod Ministries and Operations Mission

To inspire, resource and enable presbyteries, congregations and agencies to live Synod's vision.

Values and Characteristics

Trust – *a dependable partner* - being a dependable partner that builds trust through: respectful, just and honest action; acting with integrity; ensuring the safety of all children and vulnerable people is paramount; aligning policy and practices; and fulfilling promises.

Collaboration – *a shared responsibility* - taking responsibility and collaborating through; knowledge sharing; inclusive decision making; and walking together as First and Second Peoples.

Growth – *an expansive culture* - embracing a culture of generosity and growth by: nurturing new ways of doing things; continuous improvement to practices, systems and processes; hearing all voices, contributions; welcoming diversity and consultative leadership.

Sustainability – *a healthy ecosystem* - maintaining a vibrant environment by: the intentional use of resources and ensuring we have the right skills, development, gifts and talents where we and our work flourish.