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| **Position title** | | | **Be You Digital Project Coordinator** | |
| **Team/Group** | | | Education and Families | |
| **Work level** | | | 2 | |
| **Position reporting to** | | | Be You Digital Product Lead | |
| **Employment Type** | | | 1.0 FTE (fixed term until 30 June 2023) | |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | |
| **Position purpose** |  | The Be You DPE coordinator provides administration support to both the Be You Digital and Performance and Evaluation teams.  Reporting to the Be You Digital Lead, this role works closely with the Be You Digital Product Managers, Performance and Evaluation Lead, the broader Be You Education and Delivery teams and the Be You Delivery Partners, Early Childhood Australia and headspace. | | |
| **Role dimensions** |  | **Direct Reports** | | Nil |
| **Overall team** | | **Be You Digital**: Be You Digital Lead, Be You Product Managers (x 3), Be You Project Manager & Business Improvement Manager (Beyond Blue Business Intelligence team), Salesforce System Administrator (x 2 – Beyond Blue CRM team) and IT and Digital Support (Beyond Blue IT team)  **Be You Performance and Evaluation:** Be You Performance & Evaluation Lead, Senior Evaluation Adviser, Education Evaluation Adviser, Education Research and Evaluation Adviser, Education Governance and Reporting Adviser, Reporting Adviser (Beyond Blue Business Intelligence team) |
| **Financial Delegation** | | As per the Delegation of Authority Policy |
| **Key accountabilities** |  | Management of the Be You digital inbox, triaging requests into the appropriate workflow (bugs/ defects / enhancements or service requests) and coordinating with the team to ensure that all requests are managed and responded to appropriately and in a timely manner  Fulfilment of low-level digital service requests.  Provide administrative, operational, logistical and coordination support to the Be You Digital Lead and Be You Performance & Evaluation Lead  Supports Digital Lead and Be You Performance & Evaluation Lead in Taskforce Management.  Other duties in line with the Be You team’s priorities may be assigned from time to time  Build and run tests to confirm the service or product meets user and stakeholder needs.  **Stakeholder Management (internal and external)**  Proactively manage internal and external stakeholder relations and expectations relating to digital inbox requests.  Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives.  Be responsive to additional duties that may arise, as requested by the Be You Digital Lead or the Performance & Evaluation Lead. | | |
| **Key behaviours** |  | Build and maintain effective relationships with internal and external stakeholders to ensure clear communication and workflows.  Communicate openly and transparently, following risk management escalation processes as necessary.  Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives. | | |
| **Qualifications and key selection criteria** |  | A tertiary qualification in digital media, digital technology, or related discipline.  Experience in digital product development.  Experience in the delivery of digital projects, potentially on multiple platforms.  Excellent knowledge of user experience, customer experience, human-centred or user interface design.  Willingness to commit to and work in line with the Beyond Blue Values. | | |
| **Additional information** |  | **Health, safety and wellbeing**  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  **Cultural competency**  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.  **Employment is subject to:**  • A current Police Record Check  • Proof of the right to work in Australia | | |
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