

Position Profile

Designation:	Systems Analyst and Delivery Coordinator
Reporting to:	Operations Manager- National Operations Team
Based in:	Head Office, Perth WA
Date Reviewed	14/06/2022

Organisational context:

Australian Wildlife Conservancy (AWC) now protect endangered wildlife at 32 locations and owns, manages or works in partnership more than 12.9 million hectares in iconic regions such as the Kimberley, Cape York, the Top End and Kati Thanda-Lake Eyre. With a focus on practical land management, informed by world-class science, AWC is implementing a dynamic new model for conservation.

AWC's mission - *to deliver effective conservation for all native animal species and their habitats* - is achieved by:

- **Operations** - delivering effective large-scale land management including fire management, feral animal control, weed control and infrastructure management.
- **Science** - delivering a nationally-coherent program of ecological surveys with a focus on monitoring key conservation assets and threats, conducting applied research relevant to wildlife conservation, implementing conservation programs including reintroductions, and providing advice to management.
- **Fundraising** - mobilising finance (primarily, tax deductible donations) from the general public and philanthropists including through effective communication of AWC conservation programs.

The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other under a model called *OneAWC*. *OneAWC* is defined as 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. AWC offer training and development opportunities and a working from home policy and flexible work practices.

The Systems Analyst and Delivery Coordinator is a temporary term (12 month) position reporting to the Operations Manager- National Operations Team, who in turn reports to the Chief Operations Officer with day-to-day operations across AWC's estate.

Key responsibilities include:

- Provide support to AWC regional and field-based staff.
- End to End project management and administration of new systems including but not limited to a new asset management system (Asset Panda) and business and work plan reporting system (Monday.com). Includes:
 - Planning, consulting, configuration, testing, training and roll-out/ completion with assistance from National Operations Team where applicable.
 - Configure Asset Management software including assisting the IT Department setup automated reporting and identifying centralized

- procurement opportunities and budget forecasting. This will include a new asset register with the ability to record service and maintenance of assets and insurance data.
 - Support the expanded deployment of an existing software platform to improve data collection and reporting on work plans, metrics and task related budget performance.
 - Assist in governance of a form based collection tool (Fulcrum) for field-based staff.
 - Work closely with multiple internal stakeholders including IT, National Operations Team, Finance, National Science Team, Development and field-based staff.
- Where there is capacity assist and offer advice with the development and deployment of project management software (Monday.com).

Key relationships will include:

- The position reports to the Operations Manager; you will be part of the National Operations team delivering operational support and guidance across the organisation.
- You will support the field and regional operations and science teams to deliver the best possible ecological outcomes at lowest cost.
- You will also work closely cross-functionally with the Finance, IT, Development and National Science teams to deliver function-specific projects.

AWC values:

AWC's work is directed at achieving our mission – the effective conservation of Australia's wildlife and their habitats – and is guided by the following values. At AWC, we are:

- Accountable – taking ownership of our actions and outcomes
- Informed – working together to acquire and apply evidence, knowledge and experience
- Respectful – demonstrating care, recognition and integrity
- Dedicated – committed to delivering effective outcomes, with resilience and tenacity
- Innovative – applying creative thinking for effective solutions
- Sustainable – delivering long-term financial and ecological viability.

Critical Competencies:

1. **Getting things done:** You need exceptional planning and organisational skills, including a demonstrated ability to plan and execute a large number of tasks in an efficient manner. A positive and professional attitude and strong work ethic.
2. **Working with people:** Excellent communication and interpersonal skills including the ability to establish and maintain relationships with a diverse range of stakeholders. The ability to work effectively with a varied and diverse team within a geographically distributed organization.
3. **Project Management specifically technical/digital projects:** Experience in the planning, delivery and management of projects from inception to completion.
4. **Problem Solving:** You will need a well-developed ability to 'problem solve' and identify and recommend innovative solutions with limited resources.
5. **Resourcefulness:** The ability to improvise and 'problem-solve', developing practical solutions with limited resources.
6. **Information technology:** Intermediate to advanced ability in using standard business software packages (including Word, Outlook, Excel) is essential. Intermediate to advanced experience in management of data and outputs. Experience with managing EAM/CMMS software and data form building software essential. Experience in configuring privacy and data security controls, access requests and building complex data relationships including financial data. Experience in Fulcrum, Asset Panda, Monday.com highly regarded. Experience with Microsoft productivity suite Office365, Sharepoint, PowerBI, PowerAutomate/Flow highly regarded. Experience with data ETL (Extract Transform Load) tools advantageous.
7. **A passion for conservation:** A passion for, or strong interest in, conservation.
8. **Willingness to travel:** To AWC sanctuaries and other locations around Australia as required, including a willingness to spend periods at remote AWC sanctuaries.

Qualifications:

1. Formal qualifications in a relevant discipline are an advantage, however, this is less important than demonstrated strong, practical experience in a project or contracting environment.
2. Proven experience in delivering 'on-ground' results.

Licenses & Certificates:

1. *Valid* driver's licence.

Inherent requirements of the role:

The execution of tasks associated with the position is primarily office-based, however from time-to-time, you will be expected to travel to sites located in rural and semi-remote locations and can occasionally be away from an established field base. Whilst on site, the working environment can be outdoors and often in the extremes of weather – hot/cold and wet or dry. The successful applicant must be physically capable of performing these activities in order to carry out the inherent role responsibilities.

Responsibilities:

<p>1. Provide support to AWC regional and field-based staff and partnership clients.</p> <p>Key activities and responsibilities: Support the National Operations team to:</p> <ul style="list-style-type: none"> • Provide support to field based and regional staff, regional administration staff and contract clients. • Have a good understanding of the circumstances, resources and challenges that field staff are living with when delivering support. • Manage incoming calls and emails in relation to technical projects and assist with enquiries forwarding them to the appropriate contact.
<p>2. Project management and administration of technical projects including a new asset management system and business and work plan reporting system.</p> <p>Key activities and responsibilities: Work independently to project manage technical projects including:</p> <ul style="list-style-type: none"> • Planning, consulting, configuration, testing, training and roll-out/ completion with assistance from National Operations Team where applicable. • Configure Asset Management software (Asset Panda) including assistance configuring automated reporting and identifying centralized procurement opportunities and budget forecasting. This will include an asset register with the ability to record service and maintenance of assets and insurance data. • Work with the IT Department on the deployment of a system to improve data collection and reporting on work plans, metrics and task related budget performance. • Governance of form based metric data collection tool for field-based staff. • Investigate integration opportunities for existing software. • Work closely with multiple internal stakeholders including IT, Finance, National Operations Team, National Science Team, Development and field-based staff. • Clear communication with Operations Manager and project team on project milestones, deliverables and any delays or issues that may arise.

- Set up and maintain documentation as required to track the project success and deliverables.
- Set up testing, internal training and procedures and roll out package for new software systems aimed at field staff and ongoing administration.

3. Assist and offer advice with the development and deployment of project management software

Key activities and responsibilities: Support staff to:

- Set up data sets and data fields using project management software to assist staff in their work task organization, viewing data in multiple formats and reporting.
- Integrate existing data by providing advice and training.
- Set up data automations including notifications, alerts, shifting data and reports.
- Work closely with IT team as required in relation to data storage, security, licencing and integrations.

4. Other

- Travel as required for project or operations delivery.
- Prepare materials and documents for projects
- Other tasks as directed by the Operations Manager, Chief Operations Officer or key Stakeholders:
- When required, undertake other operational duties (i.e. staff annual leave, sickness or absence or peak times).
- Answer incoming phone calls and direct to the relevant member/s of staff.
- Maintain appropriate filing system for all operational administrative records.