

Position Description

Private and Confidential

Development and Integration Lead

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Development and Integration Lead
Location:	Orange
Job Type:	Permanent Full Time
Reports to:	Head of Technology Services
Direct reports:	Occasionally: Sub-Contractor Development, Integration and or BI Specialists

Service Description

LiveBetter Technology Services team is responsible for the effectiveness of information technology across the entire organisation. We continually assess the needs of the organisation to ensure our technology landscape will support the organisation well into the future. Technology Services is responsible for planning, networks, servers, data, integration, business intelligence, software development, information system management, communication technology, endpoint technology and information security.

Key Position Responsibilities

The primary objective of the **Development and Integration Lead** role is to continue to improve the application development platform for LiveBetter. This will include improving and developing LiveBetter's approach to software development and involve defining the tools, processes and environments for application development for both bespoke development, heavily abstracted power automate and flow development. A secondary requirement of this position will be to work closely with the Business Intelligence/Data Warehouse stakeholders to provide integration across multiple information systems and strengthen our data quality controls via user-interface hardening for the minimum data set across all CRMs, ERPS and applications. The role will also ensure effective connectivity exists between underlying systems to deliver a single source of truth for all information and explore opportunities to deliver in-house solutions to augment and enhance LiveBetter's suite of third-party applications

Core responsibilities for this position include:

- Lead the organisation to develop application development capabilities, perform ongoing monitoring, optimisation and refinement of solutions.
- Develop the application development governance framework and systems integration framework to cover bespoke and tool-based power application development.
- Enable and support implementation of automation of appropriate workflows to utilise the power application, automate and flow tools.
- Manage application development tools across the organisation, including the selection of tools to create, publish, automate, review, manage and improve data across all LiveBetter.
- Design, build, test and maintain ETL and ELT data workflows.
- Design, build, test and run appropriate bespoke and abstract development capabilities.
- Input into the design of LiveBetter information architecture and integration mappings between systems, employing contemporary master data management principles.
- Identify opportunities to design, build and implement web-based solutions, including the implementation of development environments and tools.
- Assist in development tool and framework selection, perform code review and analysis, support deployment of packages and applications in production, and post-implementation support.
- Liaise with the Technology Services Team, Business Intelligence Team, Program Management Office, internal LiveBetter stakeholders, and external specialists.

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities - assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

Qualifications and Background

- Current Australian Driver Licence.
- Tertiary qualifications in Information Systems, Software Development, Business Management or equivalent.
- Commercial experience in a data integration and/or reporting/business intelligence role.

Essential Criteria

- Demonstrated experience in software development and the following languages and tools: C#, .Net, SSIS, SQL, SourceTree, BitBucket, Jira and Confluence.
- Demonstrated experience with integration of business applications.
- Experience with real-time integrations through integration middleware and MDM solutions.
- Experience developing ETL packages.
- Experience supporting the functional and system requirements within a complex and evolving environment.
- Experience developing and delivering web-based applications.
- Experience managing and supervising the work of third-party service providers/vendors.
- Experience capturing and refining business and user requirements.
- Highly developed verbal and written communication skills with the ability to negotiate and communicate with relevant internal and external stakeholders, both face-to-face and remotely.
- Sound level of technical knowledge and skills with the ability to interpret and apply technical specification requirements and functional requirements.

Desirable

- Experience developing an application development framework.
- Experience with power applications, power automate, flow, Power BI, PowerShell, Python, HTML, XML, VB, DAX, SAP Success Factors, Salesforce Cloud, Dell Boomi knowledge.
- Experience with customer management systems.

Other Mandatory Requirements

1. Pass a National Criminal History Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.
4. Ability to travel to meet requirements of position.
5. Ensure compliance with all LiveBetter policies and procedures.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			