Position Description

Delivery Manager (Digital)

Reporting to:	Chief Innovation Officer
Direct reports:	Associate Product Manager
Location:	Autism CRC, University of Queensland, Long Pocket Precinct
	80 Meiers Road, Indooroopilly QLD 4068
Hours of work:	Full time (75 hours per fortnight)
Probation period:	Three months
Contract period:	12 months, with possibility of extension

1.1   Background

Established in 2013, Autism CRC is the world's first national cooperative research centre focused on autism. We are now the independent national source of evidence for best practice in relation to autism across the lifespan and the spectrum. We provide the national capacity to develop and deliver evidence-based outcomes through our unique collaboration with autistic people, families, professionals, service providers, researchers, and the government.

Autism CRC is committed to co-production with autistic people, their families, practitioners and policymakers, to ensure our research provides practical and tangible outputs that benefit the community. Autism CRC provides a range of evidence-based practice platforms and resources relating to diagnosis, education, employment, and health and wellbeing to support greater quality of life and opportunity for autistic people and their families.

This is a key role in the Knowledge Translation team, responsible for the delivery and evolution of Autism CRC digital products including *inclusionED*, a national online professional learning community for educators, with evidence-based and research-informed teaching practices and tools to support diverse learners in inclusive classrooms, and *myWAY Employability* online career planner for autistic jobseekers, employment services and employers. The Delivery Manager will work with the autistic community, researchers, digital agencies, autism service providers, and education partners to deliver on key organisation objectives.

1.2   Job purpose

The Delivery Manager will be responsible for the ongoing development and delivery of Autism CRC digital products and services, aimed at building understanding of autism and improving inclusive practice in education, disability and employment sectors.

The Delivery Manager will be deeply involved in daily product development and delivery activities, overseeing contracts with digital agencies and IT consultants and working closely with the Associate Product Manager. They will also play a key role in shaping the product strategy and vision, collaborating with the Knowledge Translation team, target users, and industry stakeholders to guide product roadmaps, optimise user experience, prioritise features, and manage releases.

The Delivery Manager may also be involved in the development of additional Autism CRC resources and e-learning for other sectors including health.

1.3 Key responsibilities

- Project management including planning, risk management, cost estimates, budgeting and all aspects of project delivery, including oversight of contracted IT consultants, digital agencies, research and content production specialists.

- Coordinate the design, development, and delivery of the inclusionED and myWAY Employability platforms, working in close collaboration with the Associate Product Manager. This involves conducting user experience research, iterative design, and user testing with autistic people, educators and employment specialists.

- Co-creation and development of digital experience artefacts such as user journeys, mock-ups and prototypes of potential concepts and features.

- Identify, investigate, document and prioritise bugs and technical issues, occasionally providing user support and advocating on behalf of target users, researchers, and developers.

- Create and enhance business processes for targeted, streamlined user communications to maximise engagement and retention.

- Analysis and reporting of product status, analytics, user behaviour and other success measures required for evaluation and reporting to funding bodies and Autism CRC management.

- Establish and maintain strong relationships with key stakeholders including universities, government departments, service providers, and industry partners to deliver on key organisational objectives.

1.4 The person

Qualifications and experience (Essential)

- Tertiary qualifications in IT, education, or related degree

- Proven experience in leadership in an IT delivery or an IT project management position with a minimum of 5 years. Demonstrated commitment to Human-Centered Design and/or co-design, with a strong understanding of accessibility standards, including WCAG 2.0

- Proven experience building and/or delivering technology solutions with excellent uptake and engagement
- Experience leading project teams, along with ability to communicate effectively with technical and non-technical stakeholders
- Good knowledge of Project Management Methodologies (e.g. PMBOK, PRINCE2 and/or Agile)
- Demonstrated high level interpersonal communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds.

Qualifications and Experience (Desirable)

- Lived experience of autism
- Experience in development of e-learning and/or education related technology solutions.

1.5 Judgement and professionalism

The incumbent will exercise sound judgement in areas of his/her expertise with a commitment to continuous professional development and improvement.

1.6 Culture and attitude

Contribution to a culture within Autism CRC which stimulates a positive attitude and enthusiastic atmosphere through all levels of the workforce, by:

- Commitment to inclusive practices
- Leading by example
- Establishing clear expectations of behaviour and conduct
- Setting clear individual work goals
- The regular feedback of performance to employees at all levels
- Encouraging staff to participate in changing the ways in which jobs are done
- Listening to the comments, feedback, and suggestions of employees
- Celebrating success and recognising individual contributions.

1.7 General

Promotion of the good standing of the Autism CRC in the local and wider autism community by the adoption of a professional, inclusive, respectful, collaborative, and co-operative approach when dealing with others.

1.8   Quality assurance

To maintain a high level of quality control in all Autism CRC activities in accordance with quality assurance standards implemented by the Autism CRC. Assisting in the identifying and recording of any problems and non-conformance relating to the product, procedures and quality management system and recommending solutions and verifying their implementation.

1.9   Workplace health and safety

Ensure that the Autism CRC's obligations under the current legislation are observed and that all activities are undertaken in a safe and responsible manner.