

# Director of Technology

November 2021

<b>Reporting to:</b>	CEO	
<b>Team:</b>	Solution Architect; 7 Developers; Data Engineer; Automation Test Analyst	
<b>Employment:</b>	Permanent	Full Time We support flexible working. Please talk to us about what would work for you.
<b>Salary range:</b>	Commensurate with experience	
<b>Location:</b>	Sydney	

## About the organisation:

ReachOut is in an exciting phase of the organisation's development, having undertaken a major program of work to shape the future of digital mental health services for young people. This new leadership team role is a rare opportunity to lead a technology and engineering team in the for-purpose sector and play a key role in driving an ambitious strategy to deepen impact.

As **ReachOut's most senior technologist**, you'll ensure we deliver high-quality products and services by partnering with the Product, Service and Design teams to provide leadership across the engineering lifecycle, as well as core capabilities including solutions architecture, development, release and QA. You'll also use your knowledge of digital ways of working to lead the direction and delivery of organisation-wide technology systems, hardware, security and IT (outsourced), ensuring our teams are fully equipped to communicate and collaborate in a modern, digital and hybrid-working world.

Reporting to the CEO, you'll also help shape broader organisational transformation, working across strategy, culture, systems, and ways of working, which includes partnering to help embed squads and lifting the capability in lean and agile delivery. You'll bring a strong understanding of HCD, in-depth knowledge of best-practice software development, product development lifecycle and agile engineering practices, and a proven ability to build successful teams. A strong influencer who can communicate at all levels, you are a strategic thinker and empathetic leader who is comfortable with change.

## About the role:

The main responsibilities are to:

- Own **ReachOut's** technical strategy, including solutions architecture, technology roadmap, and delivery of products.
- Lead the Engineering team to enable a high-performance culture, ensuring the team is developed, supported, and coached to achieve success.



### ReachOut Australia

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- Analyse and improve the organisation’s tech standards, processes, and ways of working.
- Stay across research, trends and new technologies to anticipate and communicate their application and relevance to [ReachOut](#).
- Lead the direction and delivery of organisation-wide technology systems, hardware, security and IT (outsourced).
- Oversee the annual operating and infrastructure budget
- Own technology policy, regulation, and compliance.
- Manage ReachOut’s technology risk, mitigations and risk reporting.
- Bring a vision, empathy for the customer, and genuine passion for technology.
- Build strategic alignment across all parts of the organisation with key partners.

**Required personal and professional competencies are:**

- Conceptualising strategies – having a broad vision aligned to a keen strategic mind. Being able to detect patterns and shifts in the market as well as having the capability to plan towards accomplishing long-term goals.
- Agile learning – applying an exploratory and curious approach, underpinned by a willingness to experiment, take risks and try unconventional methods. Relishing new challenges that takes one out of their comfort zone in the pursuit of learning.
- Working under pressure – Being resolute and composed under stressful situations. Having the ability to maintain focus and showing resilience in the face of adversity as well as taking a direct approach in handling conflict.
- Pursuing and achieving goals – being ambitious, persevering and focused in order to achieve targeted results.
- Working together – team working and collaborating with colleagues as well as showing an organisational commitment.
- Coaching and developing others – empowering and encouraging others to develop by motivating and mentoring them.

**You will work closely with:**

With	Purpose
1. CEO	The CEO provides ongoing leadership, management and support
2. Leadership Team	Participate actively in the leadership and management of the organisation and ensure effective collaboration and integration across <a href="#">ReachOut</a>
3. Engineering Team	Provide ongoing leadership, management and support

4. Service Design and Delivery Team	Partner with Product, Design and Service teams to ensure alignment and enablement of products and services across respective roadmaps
5. Marketing, Operations, Government Relations	Work with other teams to provide support as needed

**To be successful in the role, you need:**

- Relevant tertiary qualification and / or significant experience (10+ years) in a similar role
- Demonstrated experience leading the full suite of technology teams
- A proven track record delivering customer-centric software development projects to fulfil business goals whilst managing security, privacy and risk constraints.
- In-depth understanding of software development best practices, product development lifecycle, agile engineering practices with a focus on experimentation and data-driven decision making
- Well articulated frameworks to effectively prioritise BAU and innovation against capacity and budget
- Excellent written, visual and verbal communication and presentation skills
- Executive leadership experience with well developed people management and influencing skills and a proven ability to translate strategy into programs of work
- Experience working successfully within a cross-functional team environment and to effectively engage internal and external stakeholders
- Able to engage young people and parents in our work in meaningful and creative ways\
- Able to live [ReachOut's](#) values and behaviours

**We also think it'd help to have:**

- Worked at the intersection of digital product and human services
- Senior experience leading organisation-wide change, including ways of working
- Experience leading platform migrations and cloud-based apps/services