



Digital Product Coordinator

Position Description

About the role

The Digital Product Coordinator is responsible for providing support for national digital product initiatives for the Housing Hub. The role reports to Senior Digital Product Manager and sits within the Housing Hub Digital team. The Digital Product Coordinator works closely with the Senior Digital Product Manager and Customer Experience Manager, external digital agencies and internal stakeholders to support the delivery of a range of digital products including maintenance of the Housing Hub website platform. The role requires 'hands-on' technical experience to maintain digital communications platforms, analytics knowledge, strong customer focus and excellent stakeholder management skills.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as '*job done*' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

www.summerfoundation.org.au/staff

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Digital Product Coordinator
Team	Housing Hub Social Enterprise
Direct reports	None
Reports to	Senior Digital Product Manager
Status	Part time, 0.6 FTE
Award Classification	SCHADS Level 3 1.0FTE salary range for position is \$65,000 to \$80,000 + super
Location	Brisbane, Sydney, Melbourne, Adelaide or Perth
Last updated	May 2021

About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to create initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub website to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

The Housing Hub: The Summer Foundation has developed a platform (thehousinghub.org.au) dedicated to supporting people with disability to find a home they would like to live in. The platform allows housing providers to list properties and find suitable tenants. During 2019/20, we redeveloped the Housing Hub platform and introduced paid featured listings and market data products.

Key responsibilities

Digital product maintenance and support

- Deliver products e.g. compile Market Data Reports, log featured listings for all comms channels, manage digital services, compile featured property performance metrics
- Support the development of new product offerings and delivery of the product backlog
- Liaise with team members and internal stakeholders to understand web publishing requirements and priorities
- Website content publishing including updating existing pages, development of new page templates, banner ads, event promotion
- Perform broken links checks, SEO checks, QA testing, bug reporting and tracking in JIRA

Customer relationship support

- Manage lead conversion, update Salesforce CRM, track payment
- Identify opportunities for customer loyalty and support programs to encourage return customers
- Identify ways to promote HH products via the Housing Hub platform

General

- Other duties as requested by Senior Digital Product Manager
- Administrative duties to support the Digital Team as required
- Participation in regular meetings as required
- Represent the Housing Hub at internal and external events (online and offline) to promote products and services

Qualifications, skills & experience

Qualifications

- Currently studying or a tertiary qualification in technology, business, communications or a related discipline
- Employment subject to National Police History Check

Skills & experience

- Knowledge and/or experience maintaining digital channels and supporting CMS platforms
- Understanding of Google Analytics or similar analytics tools
- Attention to detail
- Familiarity with QA and testing procedures and bug reporting tools e.g. JIRA
- An understanding of key engagement channels including mobile, paid, SEO, email, social networks
- Strong communication skills, written and verbal

- A customer-centric approach with strong stakeholder management skills
- Knowledge of the NDIS, SDA housing environment (desirable).

Core capabilities

Decision Making

- Uses sound judgment to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks
- Shows concern for all aspects of the job and follows up on work outputs

Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort
- Maintains high level of productivity and self-direction

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Adaptability

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

Planning and Organizing

- Plans and organises tasks and work responsibilities to achieve objectives

- Sets priorities
- Schedules activities
- Allocates and uses resources properly

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

Project Management

- Contributes creative ideas and proposes changes to processes and methods, to overcome identified bottlenecks, challenges and issues
- Readily accepts conditions of uncertainty or unpredictability, and remains productive in difficult situations

Stakeholder Management

- Ability to explain highly complex concepts, ideas and issues to a non-technical audience
- Confidently represents the organisation with external stakeholders
- Focuses on understanding and resolving stakeholder issues

Summer Foundation Principles

The Summer Foundation's principles include:

working as a team | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Safety

All employees must comply with the Summer Foundation Occupational Health & Safety policy. Employees are also encouraged to attend environmental training, and raise any local issues, environmental incidents, ideas and improvements to their manager.

Agreement and acceptance

Signed: _____ Dated _____
Employee

Signed: _____ Dated _____
Manager