

Position Description

Technical Delivery Lead

I.T | TRELLiS | Award: N/A

ABOUT THE RACP	<p>The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.</p>
POSITION PURPOSE	<p>The RACP is undertaking a significant transformation program which is designed to enhance member value, modernise core systems, and build the digital and data capabilities needed to thrive in a changing health and education landscape. The Program's key goals are to significantly improve member satisfaction, employee experience, and reduce cost to serve.</p> <p>The Technical Delivery Lead sits within the member experience workstream within the program and combines day-to-day technical expertise and oversight of developers and other technical team members with delivery leadership. The role provides hands on oversight of the digital experience engineering team and partners with the Program Manager to drive high quality and on-time delivery.</p>
KEY ACCOUNTABILITIES	<ul style="list-style-type: none">- Provide hands-on and day-to-day technical leadership in solution design, code reviews etc. and ensure processes are in place support quality solution delivery.- Oversee engineering practices and DevOps, including CI/CD pipelines and automated testing.- Critically assess the team's suggestions, approaches and estimates providing effective decision-making and guidance where appropriate.- Champion continuous improvement and best in class software engineering processes, both at a technical and process level- Collaborate with developers, leads, architects, project managers, BAs, designers and project managers to define, architect, and build new features as per the prioritised backlog and roadmap.- Partner with product owners, business, analysts and designers to refine backlog items with clear technical acceptance criteria.- Constant collaboration with the Core Systems ("back-of-house" systems) stream to ensure optimal and aligned solution delivery and management of dependencies.- Partner with the program manager to own delivery plans, ensuring milestones, risks, and dependencies are effectively tracked and managed.- Co-ordinate and monitor day-to-day delivery ensuring that escalations to the program manager take place as appropriate.- Work with the program manager, supplier(s) and delivery team to ensure the most efficient and effective use of technical resources to avoid wasted effort and to ensure sharing of knowledge and IP across multiple team members to avoid bottlenecks or single points of failure.

	<ul style="list-style-type: none"> - Contribute to the leadership of Agile delivery practices, including sprint planning, backlog refinement, reviews and retrospectives. - Mentor and guide technical team members, fostering collaboration, accountability, and continuous improvement.
COMPLEXITIES	<ul style="list-style-type: none"> - Managing priorities as this role will need to balance meetings, ceremonies, activities, workshops and offline activities as needed alongside availability to answer questions and “collaborate on demand” with team members when required. - Working effectively alongside the Core Systems stream ensuring that there is alignment with systems, processes and integrations necessary to achieve experience outcomes and front-end touchpoints. - Coordinating technical delivery across multiple teams, systems and vendors.
ROLE DIMENSIONS	<p>Reporting Line: Program Manager (Member Experience)</p> <p>Direct Reports: 4-6</p> <p>Team Reports: TBC</p>
COMPETENCIES	<ul style="list-style-type: none"> - Ensures Accountability: Holding self and others accountable to meet commitments - Collaborates: Building partnerships and working collaboratively with others to meet shared objectives - Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences - Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. - Develops Talent: Developing people to meet both their career goals and the organisation’s goals - Cultivates Innovation: Creating new and better ways for the organisation to be successful - Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders - Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies - Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals - Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications - Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals - Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> - 5+ years experience as a Technical Delivery Lead, Technical Lead or similar - Detailed and comprehensive technical experience from a front-end or full-stack development background, or strong equivalent familiarity with front-end development technologies, including

	<p>experience delivering enterprise headless solutions using HTML, CSS, Javascript, ReactJS, NextJS, NPM, CSS preprocessors, etc.</p> <ul style="list-style-type: none">- Working experience with enterprise software platforms (including Optimizely) and other headless platforms, as well as supporting systems, tools and processes.- Experience delivering digital experiences involving multiple system integrations (e.g., CRM, identity management, payment gateways, APIs)- Proven track record as a technical leader leading cross-functional Agile development teams to deliver enterprise-scale digital platforms with a mix of technical leadership and delivery management.- Detailed understanding of the web and how it works, and patterns and practices: protocols, development processes, languages, databases, debugging, web architectures, infrastructure, web servers (IIS), load balancing, testing, cloud, security, unit testing, inversion of control, repository, MVC, microservices & MACH, etc.- Proven experience working in Agile and “hybrid” (waterfall-agile) delivery environments, overseeing a team of developers in the delivery of solutions via an iterative release process- Strong ability to assist with managing scope, expectations, process and quality- Excellent understanding of correct use of source control and branching strategies using Git, preferably through Azure Devops, and other fundamental development tooling- Excellent teamwork, time management, planning and leadership skills.- Strong analytical and problem-solving skills- Professional written and verbal communication and capable of interacting comfortably with stakeholders, suppliers and team members <p>Desired</p> <ul style="list-style-type: none">- Previous experience working in a membership organisation and/or healthcare or higher education.- Experience using Azure DevOps.- Agile certifications (eg. Scrum, SAgile)
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<p>We are Accountable</p> <p>We act with integrity, taking responsibility for actions and outcomes.</p>	<p>We Collaborate</p> <p>We share information, foster participation, and build relationships for common goals.</p>	<p>We Indigenise and Decolonise</p> <p>We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.</p>	<p>We Lead the way</p> <p>We reflect, adapt and learn in delivering best practice.</p>	<p>We are Respectful</p> <p>We recognise our rich diversity and value each other’s needs and contributions.</p>
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