POSITION DESCRIPTION

FRRR
Foundation for Rural
Regional Renewal

TITLE:	**Manager, Digital Services**
LOCATION:	Victoria - (must be prepared to attend Bendigo office at least one day a fortnight).
FTE:	Full time (1.0) permanent position
REPORTING TO:	Chief Operating Officer (COO) & Chief Financial Officer (CFO)
DIRECT REPORTS:	N/A
FRRR Level:	Manager
SCHADS Award Grading	Level 7.1

ABOUT FRRR

FRRR (Foundation for Rural & Regional Renewal) supports remote, rural, and regional communities across Australia to be vibrant, resilient, and sustainable. We work alongside communities to catalyse locally led solutions, especially in areas facing systemic challenges.

We are strategically focussed on supporting impact across five cross-cutting themes:
- Next generation transition
- Outback and very remote communities
- Climate solutions
- Disaster Resilience
- First Nations self-determination

Our core values centre around collaboration and constant improvement. We have created a dynamic, flexible, and supportive work environment. FRRR is an Equal Opportunity employer.

THE ROLE

The Manager, Digital Services is responsible for leading the delivery of FRRR's IT services and driving the organisation's digital transformation roadmap. This role ensures digital infrastructure, governance, collaboration platforms, and cybersecurity practices are modern, agile, secure, and aligned with delivering our strategic goals. Reporting to the COO, the Manager provides both strategic direction and hands-on oversight, balancing project leadership, vendor management, and stakeholder engagement to deliver technology initiatives that strengthen efficiency, compliance, and organisational resilience.

A key focus of the role is building digital capability and confidence across the organisation, supporting staff to adopt new tools and ways of working while fostering a culture of innovation and adaptability. The Manager bridges technical and business needs to ensure digital investments deliver measurable value, with success demonstrated through resilient systems, empowered staff, and FRRR's ability to leverage technology as a driver of impact.

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KEY RESPONSIBILITIES

IT Roadmap
- **Lead the implementation** of FRRR's digital strategy, ensuring alignment with organisational priorities and objectives.
- **Deliver on strategic initiatives** in relation to SharePoint architecture, Microsoft Teams optimisation, hardware device lifecycle management, and Microsoft Copilot integration with granting and fundraising platforms.
- **Monitor progress** against roadmap milestones, proactively addressing risks, dependencies, and opportunities for acceleration.
- **Collaborate** with relevant employees to ensure new systems and enhancements are embedded effectively into operations.

Project Management
- **Oversee the planning, execution, and delivery** of IT and digital projects, ensuring they are delivered on time, within scope, and to budget.
- **Develop** project charters, work plans, and reporting mechanisms that enable executive oversight and accountability.
- **Coordinate cross-functional** input and manage competing priorities to ensure project outcomes meet business requirements.
- **Identify and implement** project management best practices to lift organisational capability.

Cybersecurity and Compliance
- **Implement and maintain** robust security protocols, access controls, and data governance frameworks, aligned with organisational framework.
- **Ensure compliance** with relevant standards and policies, including the Australian Government's Essential Eight and data protection requirements.
- **Partner with the Risk and Governance function** to regularly review digital risk exposure, implement mitigations, and conduct incident response planning.

Digital Capability Building & Change Enablement
- **Design and deliver training programs**, resources, and guidelines to strengthen staff digital literacy, confidence, and productivity.
- **Embed user-friendly systems and processes** that are accessible and enhance employee engagement with technology.
- **Apply structured change management** approaches to minimise disruption and maximise uptake of new systems.
- **Monitor adoption rates and gather feedback** to inform continuous improvement and ongoing capability growth.

Vendor and Stakeholder Engagement
- **Manage relationships** with the managed service provider, technology vendors, consultants, and partners, ensuring accountability and value.
- **Negotiate and monitor** contracts, service levels, and performance standards.
- **Build collaborative relationships** across the organisation and with external providers to ensure IT services are responsive, effective, and integrated with FRRR's broader work.
- Any other reasonable tasks and duties as directed.