

## Head of Business Systems (0.5EFT)

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### 1. ABOUT ANAM

The Australian National Academy of Music (ANAM) is a national training organisation for 65 exceptional young classical musicians from Australia and New Zealand. ANAM is funded by a mix of Commonwealth Government funding and private fundraising revenue. ANAM has approximately 60 staff and contractors located across Australia who work across various platforms to operate our business, and in some cases, to provide live online training for our musicians. ANAM's business systems have evolved to service the different business units of ANAM's administration functions: from CRMs to track, capture and engage with our ticket-buying audience and philanthropic supporters, to web-based systems that operate our scheduling. ANAM also has digital recording and storage capability and runs its own sound recording studio. ANAM is ready to move towards a new level of maturity in ensuring our various systems run well, and engage productively and efficiently with each other - whilst serving the needs of our business.

### 2. PURPOSE OF POSITION

The position is responsible for the management and implementation of ANAM's IT infrastructure and systems to ensure the optimisation, availability, configuration and security of systems, telecommunications, networks and hardware; and to ensure all aspects of IT infrastructure support ANAM's business operations including the provision of excellent customer service and high-level support to a range of internal and external customers. The position assists with the smooth operation, improvement and review of key business platforms which include Tessitura, ArtsVision, Sharepoint, MYOB and Subsonic with extensive use of Microsoft software.

### 3. DETAILS OF ENGAGEMENT

Position title:	Head of Business Systems
Salary:	negotiable, depending on skills and experience
Probationary period:	three months
Employment type:	fixed term to 31 December 2023, subject to the successful completion of the probationary period
Reports to:	The position reports to the Business Manager and sits within the finance team.
Key relationships:	The position works closely with the Marketing, Development, IT (outsourced to third party), Finance, Program and Faculty departments to monitor, guide and support their use of ANAM Business Systems and IT infrastructure.
Location:	Based at the Abbotsford Convent, Abbotsford, Melbourne VIC when public health directives allow
Commencement:	immediate start

### 4. RESPONSIBILITIES

Responsibilities of the Head of Business Systems include but are not limited to:

1. Identify strategic system priorities from an "organisation wide" perspective and ensure integration and optimisation with other systems across the organisation.
2. Provide and oversee the delivery of high-level customer service and business support including advice/recommendations on technology solutions.
3. Work closely with our third-party IT consultants to ensure IT and infrastructure solutions are found in a timely and cost-efficient manner.

4. Ensure all business applications and infrastructure are developed and deployed with clear input from and focus on end users. Manage upgrades as necessary.
5. Have critical input into the planning of musicians training through the design, implementation and delivery of ANAM's digital training, in conjunction with ANAM's AV coordinator.
6. Regularly audit ANAM's IT/digital systems, consulting with relevant staff/faculty/musicians to ensure optimal functionality to meet business needs. Actively seek out ways to improve user functionality and use of systems to enhance business functions across the organisation and within specific departments
7. Oversee projects such as setup, configuration and testing of computer systems and software suites and facilities.
8. Responsibility for IT procurement with sign-off by the Business Manager
9. Work closely with the Audio Visual and Operations Coordinator to maximise the quality of audio and visual output to internal and external stakeholders.
10. Plan, develop and manage the Capex/IT operating budget, with input from key stakeholders
11. Document processes and procedures related to IT and systems
12. Oversee key business platforms including Tessitura, ArtsVision, Sharepoint, MYOB, Subsonic, Zoom, Teams and Microsoft Software.
13. Any other duties as required by the Business Manager

## **5. KEY SELECTION CRITERIA**

### **Essential Knowledge, Skills, Qualifications & Abilities**

- A minimum of two years' experience in database management
- Demonstrated ability to manage day to day CRM/database operations, including database maintenance, user policies and training, and the development of reports, lists and extraction sets for database users across the business.
- Project and time management skills.
- An understanding of human centred/service design and user experience.
- Demonstrated experience in developing, managing and implementing IT plans/projects, with demonstrated ability to be involved in the detail whilst keeping an eye on the achievement of big picture objectives.
- Excellent communication skills, including an ability to translate technical concepts to a non technical audience.
- High level problem solving skills with a demonstrated ability to influence stakeholders
- Experience in managing Budgets.
- Strong interpersonal skills to engage with internal and external stakeholders.
- Eye for detail and a demonstrated ability to work under pressure, with accuracy and efficiency.

### **Desirable Knowledge & Skills:**

- Tertiary qualifications in information technology or related subject areas.
- An interest in the performing arts/music/music education.
- Ideally experience with Tessitura, Arts Vision or another similar CRMs

## **7. OTHER INFORMATION**

### *ANAM's Commitment to the Safety of Children and Young People*

ANAM has a commitment to uphold and respect the safety of all children and young people. This position will require a Victorian Working with Children Check and a National Crime Check.

### *Equity and Diversity*

ANAM promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. ANAM encourages people with a disability, indigenous Australians, young people and people from culturally diverse backgrounds to apply for this job.

The cohort of employees and contractors at ANAM is selected solely on the basis of merit. Employment at ANAM is based on a recruitment process that includes a panel-based interview. ANAM employees are encouraged to undertake diversity and inclusion awareness training and professional development activities.

### *COVID-19 Vaccination*

Under ANAM's obligations to government health directives, all staff working onsite at Abbotsford are required to provide proof of full COVID vaccination.

### **8. ENQUIRIES AND APPLICATIONS**

- Charlotte Cassidy - Manager, People and Culture, [c.cassidy@anam.com.au](mailto:c.cassidy@anam.com.au)
- Further information about ANAM is available at [anam.com.au](http://anam.com.au)
- Applications close on Sunday 31 October 2021

#### **Applications must consist of:**

- A cover letter (no more than 2 pages) addressing the selection criteria and what you will bring to the role
- A CV which contains three referees (referees will not be contacted without prior notice)

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Position advertised Thursday 30 September 2021  
Closing date for applications is Sunday 31 October 2021