

Position title:	Business Systems Manager
Current position holder:	New Position
Role Type:	Part Time – 3 days a week
Department:	Corporate Services
Location:	Sydney
Reporting to:	Chief Financial Officer (CFO)
Supervisory role:	No
Works with:	Internal • Chief Executive Officer (CEO) • Chief Partnership Officer (CPO) • Policy and Compliance Coordinator • PMO Coordinator • Training & Development Manager External • External IT services partner • IT system vendors

THE WAY WE WORK

ABV values collaboration and sharing of technical skills, experience and learning as imperative to the delivery of consistent, quality outcomes across all programs and partnerships. The following principles guide the way we work together across the team.

Initiative

We take a strategic lead in working with communities, partners and other stakeholders. We use our initiative to make decisions and drive action.

Innovation

We are energetic and inquisitive. We are hungry to learn new things, engage with our community and do things differently. We explore innovative ideas and test our assumptions.

Impact

We make a difference in everything we do. We look for ways to amplify our impact. Our monitoring and evaluation systems provide transparency and accountability for communities, funders, partners and stakeholders.

PURPOSE OF THE ROLE

The Business Systems Manager will provide organisational oversight of ABV's business systems and technology landscape, ensuring that systems, workflows and data structures effectively support operational needs and strategic priorities.

The role focuses on operational alignment and efficiencies, systems analysis and business process improvement. Working in collaboration with ABV's external IT services partner, the role identifies improvement opportunities, defines requirements, coordinates projects and supports system adoption across the organisation.

KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

Systems architecture oversight and uplift

- Review existing user access and control framework for key systems and implement improvements
- Document current-state and future-state system use and requirements
- Develop an organisation-appropriate IT system uplift roadmap
- Maintain a high-level overview and documentation of ABV's systems, platforms and integrations
- Manage relationships with system vendors and other relevant external stakeholders
- Work in cooperation with ABV's external IT services partner to ensure effective delivery of organisation's IT requirements

Business analysis and data governance

- Develop and maintain on organisation-wide data architecture and information model
- Identify opportunities to consolidate reporting and reduce manual data handling
- Develop executive dashboards and operational performance reporting

System and workflow uplift initiatives

- Identify, prioritise and implement workflow automation opportunities across all business functions
- Reduce manual administrative effort through process redesign and automation
- Identify organisational processes suitable for AI augmentation or autonomous execution
- Design, test and deploy AI agents in accordance with organisational governance and security requirements
- Lead the planning and coordination of system improvement initiatives, with technical implementation delivered by the external IT partner

Collaboration with External IT Provider

- Work collaboratively with ABV's External IT partner by providing clear plans, priorities and operational requirements
- Ensure technical control remains with the external IT partner to preserve support agreements and risk coverage
- Coordinate internal approvals and readiness to support effective technical delivery

Key Performance Indicators

Consistent provision of professional, high-quality services as measured by:

- Improved clarity and consistency across system access, permissions and documentation
- Maintaining up to date process documentation, vendor registry and system architecture map
- Delivering an organisation-appropriate IT system uplift roadmap
- Implementation of workflow automation opportunities across business functions
- Deployment of appropriate AI solutions to improve efficiencies
- Improved data governance processes and data insights
- Effectively leading implementation projects using project management methodology

Budget Authority

None

SELECTION CRITERIA

Essential Requirements

- Demonstrated experience in systems analysis and business process improvement
- Experience coordinating and leading systems-related projects
- Experience in developing an IT software application roadmap.
- Strong understanding of how AI can improve processes and workflows
- Strong communication, organisational, and stakeholder management skills
- Competency in online collaboration within a broader organisational team
- Ability to work autonomously and in a team
- Ability to manage multiple priorities under tight timeframes, troubleshoot, and meet short- and long-term deadlines

Desired requirements

- Knowledge of CRM, project management or workflow management software
- Experience in the not-for-profit sector
- Relevant qualifications in Information Technology or a related field

How to apply

Send your CV and a cover letter to **staffrecruitment@abv.org.au**, with the position title as the subject line. Your cover letter should address the selection criteria and why this role appeals to you. Only applications which include a CV and cover letter addressing the selection criteria will be considered – applications reviewed upon receipt.

Closing date for applications: **20 July 2026**