

JOB DESCRIPTION

Head of Innovation and AI

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

The Head of Innovation and AI is responsible for leading Uniting's enterprise innovation and artificial intelligence agenda. The role drives the identification, incubation, development and scaling of innovative digital solutions that improve frontline service delivery, enhance employee and customer experiences, and reduce administrative burden. The role has direct product leadership responsibility for Buddy, including its ongoing development, progressive expansion of functionality and continuous improvement based on user needs, service outcomes and emerging AI capabilities. It is also accountable for widening Buddy's user base beyond Uniting across the aged care and community services sector through an effective commercialisation model, strategic partnerships and scalable adoption pathways.

The role is accountable for developing and executing Uniting's AI Strategy, ensuring artificial intelligence capabilities are aligned to organisational priorities, risk frameworks and business outcomes.

A key responsibility is the establishment and leadership of a multidisciplinary AI Development Squad that partners with business stakeholders to rapidly translate business problems into innovative digital solutions, including agentic AI capabilities, automation, generative AI applications, intelligent workflows and emerging technology solutions. Success in this role is measured through measurable business outcomes, responsible AI adoption, delivery of innovation initiatives at scale, the growth of organisational AI capability and the creation of a culture where innovation thrives across Uniting.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Digital, Innovation & Experience team in the Digital Technology department with the following responsibilities:

- **People Leadership and Management**
 - Lead, coach and develop a high-performing, cross-functional digital innovation team
 - Create a clear team vision, priorities and delivery roadmap aligned to organisational strategy
 - Foster a culture of accountability, inclusion, experimentation and continuous learning
 - Build team capability in AI, human-centred design, agile delivery and emerging technologies
 - Provide mentoring and career development pathways to grow future digital leaders
 - Ensure effective resource planning, prioritisation and workload management
 - Establish clear performance expectations with regular feedback and coaching
 - Drive engagement and alignment through strong communication
- **Enable Service Delivery Innovation with Digital Technology:**
 - Rapid incubation of digital innovations that improve service delivery and enhance user experience.
 - Explore and innovate with cutting-edge digital technologies to simplify the day in a life of our people
- **Enterprise AI Strategy & Governance**
 - Develop, maintain and execute Uniting's enterprise AI Strategy and roadmap.
 - Identify opportunities where AI and emerging technologies can deliver measurable improvements to frontline services, customer outcomes, workforce productivity and operational efficiency.
 - Establish AI investment priorities and innovation portfolios aligned with organisational strategy.
 - Lead AI governance, ethical AI practices and responsible AI adoption in partnership with cybersecurity, privacy, legal and risk stakeholders.
 - Monitor AI industry trends, regulatory developments and emerging technologies to identify strategic opportunities for Uniting.
 - Report on AI outcomes, benefits realisation and strategic progress to Executive Leadership and governance forums.
- **AI Development Squad Leadership**
 - Establish and lead a multidisciplinary AI Development Squad comprising AI specialists, automation engineers, developers, designers, business analysts and product owners.
 - Create an innovation operating model that rapidly converts business challenges into deployed solutions.
 - Implement agile delivery practices to accelerate experimentation, proof-of-concepts and production solutions.

- Lead the design, development and deployment of agentic AI solutions, digital assistants, intelligent automation and emerging technologies.
- Establish reusable AI platforms, frameworks and development standards to enable scalable delivery.
- Drive business value through rapid prototyping and iterative delivery of innovative solutions.
- Build organisational capability in AI development, prompt engineering, automation and modern product delivery practices.
- **Buddy Product Development & Commercialisation**
 - Own the end-to-end product vision, strategy, roadmap and delivery for Buddy as Uniting's AI-powered digital assistant.
 - Lead the ongoing development of Buddy, increasing its functionality through new use cases, integrations, agentic capabilities, automation and improvements informed by user feedback and service data.
 - Ensure Buddy remains safe, responsible, accessible and aligned with Uniting priorities, frontline needs, privacy, cybersecurity, legal, clinical governance and risk requirements.
 - Drive sustained adoption and value realisation across Uniting by widening the internal user base, embedding Buddy into everyday work and measuring improvements in employee experience, service delivery, productivity and administrative burden.
 - Develop and execute the commercialisation model for Buddy, including product packaging, pricing and licensing approaches, implementation and support models, partnership pathways and a scalable sector go-to-market plan.
 - Build relationships with aged care and community services providers, sector bodies and strategic partners to expand Buddy adoption across the sector and identify opportunities for shared capability and co-development.
 - Establish a sustainable product operating model for Buddy covering governance, prioritisation, release management, customer onboarding, support, benefits tracking and continuous improvement.
 - Monitor product performance, adoption, customer feedback and commercial outcomes, and report progress, risks, benefits and growth opportunities to Executive Leadership and relevant governance forums.
- **Digital Technology Innovation in the Sector:**
 - Stay informed about digital technology advancements within the sector and assess their potential impact on the organization.
 - Lead partnerships with external stakeholders to adopt and implement innovative technologies that provide a competitive edge
 - Lead the end-to-end lifecycle of innovation from ideation to scale
 - Prioritise initiatives that deliver measurable frontline and customer impact
 - Champion solutions that simplify work and reduce administrative burden
- **Innovation Strategy & Emerging Technology**
 - Shape and execute digital innovation strategy aligned to priorities
 - Monitor emerging technologies including AI and automation

- Manage strategic partnerships with technology providers
 - **Implement Rapid Incubation Initiatives:**
 - Lead proof of concepts for digital innovations that transform the user experience for customers and stakeholders.
 - Utilise user feedback and data analytics to continuously improve digital interactions and satisfaction levels
 - **Leverage Human-Centered Design (HCD):**
 - Apply HCD principles to ensure that digital solutions are designed with the end-user in mind, focusing on usability, accessibility, and overall user experience.
 - Conduct user research, gather feedback, and involve users throughout the design and development process to create solutions that truly meet their needs
 - **Foster a Culture of Innovation**
 - Promote a culture of innovation within the organization by encouraging creative thinking, experimentation, and continuous learning.
 - Provide training and support to employees to help them embrace and effectively use new digital tools and technologies.
 - Foster strong relationships with stakeholders to ensure successful collaboration and buy-in for digital innovation initiatives
 - **Stakeholder Leadership & Influence**
 - Build strong relationships with executives, sponsors and frontline staff
 - Act as a trusted advisor translating business needs into solutions
 - Drive organisational buy-in and adoption of innovation initiatives
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ABOUT YOU IN THE ROLE

Your classification: Non-Award
Your directorate: Finance, IT & Property
You'll report to: Chief Digital Information Officer (CDIO)

Your key relationships:

ULT, Digital Technology Leadership, Business Sponsors, Business SMEs, Front Line Staff, Change Management, Industry Partners, Technology Partners

YOUR KEY CAPABILITIES

Individual leadership

- **Strategic Thinking** - Ability to develop and implement comprehensive digital innovation strategies that align with organizational goals. Capability to anticipate digital trends and assess their potential impact on the business.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.

- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks, and duties on time.
- **Human-Centred Design (HCD)** - Proficiency in applying HCD principles to design digital solutions that meet user needs and enhance user experiences.
- **User Experience (UX) Design** - Knowledge of UX design principles and best practices to create intuitive and user-friendly digital products. Experience in conducting usability testing and incorporating user feedback into design improvements.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

- Bachelor qualification in a relevant field or equivalent experience.

Experience:

Typically, this role will require 10 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Proven track record of leading and managing digital innovation projects.
- Experience in developing and implementing digital strategies.
- Experience in the same or similar industry to understand industry-specific challenges and opportunities.
- Experience working with various departments such as IT, marketing, operations, and customer service.
- Ability to collaborate and communicate effectively with different stakeholders.
- Experience in managing complex projects, preferably using agile methodologies.
- Hands-on experience with emerging digital technologies like AI, machine learning, blockchain, IoT, and data analytics.
- Familiarity with digital tools and platforms, including project management and collaboration tools.
- Experience in applying HCD principles in the development of digital solutions.
- Conducting user research, creating user personas, journey maps, and prototyping.
- Ability to inspire and guide team members in executing digital projects.
- Communicating the benefits of digital innovation initiatives and managing change
- Experience in UX design and usability testing.
- Ability to incorporate user feedback into digital product improvements.
- Demonstrated ability to foster a culture of innovation within an organization.
- Experience in gathering and analysing customer feedback.

- Commitment to staying current with emerging digital trends and technologies.
- Participating in relevant training, workshops, and conferences.

Even better:

- Bachelor's degree in information technology, Business Administration, Computer Science, Digital Design, or a related field.
- Aged Care & Communities Services industry working experience
- Artificial Intelligence & Machine Learning certifications or experience
- Experience with use of tools like JIRA, Confluence, Office365
- Agile experience

Employee Name:		Managers Name:	Andrew Dome
		Title	Chief Digital Information Officer
Date:		Date:	
Signature:		Signature:	