

## **CDFpay Products Specialist**

- East Melbourne Location
- Full-Time Ongoing

The Catholic Development Fund Melbourne (CDF) is a Religious Charitable Development Fund that provides financial services to Catholic organisations in the Archdiocese of Melbourne, the Diocese of Sale and the Diocese of Bunbury.

The CDF is the principal financial services provider to more than 700 Catholic schools, parishes and other Catholic organisations offering investment products and online transaction/payment services. It also holds an Australian Financial Services Licence permitting it to offer savings products to individuals. More than 20,000 Catholics across Australia have an account with the CDF.

### **The Role**

The CDFpay Products Specialist will support the delivery of CDF and CDFpay products to CDF clients. The role will offer level 1 and 2 support to CDF clients through email communication, telephone and occasional site visits. This position is accountable for delivering on the CDFpay Products strategy and growing products market share.

The growth of CDF Pay is critical for the CDF to be able to build better connections with its clients and to enable the CDF to be able to better compete with financial institutions and Fintech services who are entering into this market. It is expected that the CDFpay Products Specialist will apply applicable and/or relevant skills where necessary in supporting other CDF Client Services and CDF projects.

### **Position Responsibility**

- Support the Executive Manager Product with building specific product knowledge of CDFpay Products.
- Work with the CDFpay Products team to improve product delivery and support.
- Provide on-road technical support to CDF clients. Including hardware and software support. Training of school staff on CDF Products and underlying technologies.
- Identify and develop product development initiatives.
- Work with product vendors and suppliers to make sure that, the CDFpay products meet the needs of those clients who have CDFpay and prospective clients.
- Follow up product development with product vendors, escalate issues as necessary.
- Aid in project management with clients especially Colleges as required.
- Provide level 1 and 2 support for other CDFpay products and initiatives.

## Experience

### Essential

- Relevant undergraduate and postgraduate qualifications in IT;
- Well-developed analytical and problem-solving skills
- Demonstrated project management skills;
- Previous experience in a school and/or financial institution;

### Desirable

- Relevant undergraduate and postgraduate qualifications in IT;
- Previous experience in a Catholic Church organisation

***Applications are to be sent to [recruitment@cam.org.au](mailto:recruitment@cam.org.au) by Sunday 1 March 2020. All applications must include a resume and cover letter addressing the Key Selection Criteria.***

***See full position description below for role details.***

***The Archdiocese is committed to the safety, wellbeing and dignity of all children and vulnerable adults***



<b>Position title</b>	CDFpay Products Specialist
<b>Department</b>	Client Services
<b>Reports to</b>	Executive Manager, Product
<b>Number of direct reports</b>	Nil
<b>Location</b>	Head Office

#### Position purpose

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This position is accountable for delivering on the CDFpay Products strategy and growing products market share.

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#### Position responsibilities

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- Identify and develop product development initiatives.
- Work with product vendors and suppliers to make sure that, the CDFpay products meet the needs of those clients who have CDFpay and prospective clients.
- Follow up product development with product vendors, escalate issues as necessary.
- Aid in project management with clients especially Colleges as required.
- Provide level 1 support for other CDFpay products and initiatives.

#### Position requirements

<p>Key Competencies</p>	<ul style="list-style-type: none"> <li>• Integrating – Integrating and linking various data into a coherent whole, formulating alternatives and transforming this information and alternatives into a valuable and correct conclusion.</li> <li>• Organising – Translating strategy into specific, measurable objectives, drawing up transparent plans, using the right resources and taking the necessary steps to avoid or overcome possible future obstacles.</li> <li>• Problem Solving – Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and by taking the initiative to implement the best solution.</li> <li>• Motivating – Acknowledging and appreciating the efforts of others, adjusting one's own leadership style to them and trusting the right people with the right responsibilities to optimise team performance.</li> <li>• Adopting a Customer-Oriented Attitude – Guiding clients by giving targeted advice in their decision process. Always putting clients first by providing a personal service and by maintaining constructive contacts.</li> <li>• Achieving Objectives – Generating results by assuming responsibility for one's performance and the correctness of one's interventions, recognising opportunities and acting efficiently, at the appropriate moment and within the given deadlines.</li> <li>• Engaging – Fully dedicating oneself to one's work by always giving the best of oneself and by striving for quality. Showing perseverance even when confronted with frustration, opposition, pressure or the need for attention to detail.</li> </ul>
<p>Education/qualification</p>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Relevant undergraduate and postgraduate qualifications in IT;</li> <li>• Previous experience in a school and/or financial institution;</li> <li>• Well-developed analytical and problem-solving skills</li> <li>• Demonstrated project management skills;</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Previous experience in a Catholic Church organisation</li> </ul>
<p>Key Stakeholders</p>	<p>Internal</p> <ul style="list-style-type: none"> <li>• CDF product and relationship teams</li> <li>• CDF IT team</li> <li>• Board and its committee</li> <li>• CEO and Executive Team</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Investors and borrowers – Parishes, schools, congregations, welfare organisations, hospitals and aged care operators.</li> <li>• Prospective clients;</li> <li>• Service providers (Monitor, VPA Blocks etc.)</li> <li>• Management and staff of Catholic Education Melbourne, Catholic Education Office Sale. Catholic Education Office WA.</li> <li>• National Australia Bank (NAB)</li> </ul>

	<ul style="list-style-type: none"> <li>• Management and staff Archdiocese or Melbourne, Diocese of Bunbury and Diocese of Sale (Owners)</li> <li>• Other CDFs</li> </ul>
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### CDF's employee values

**Values** – CDF is practically tasked with the provision of capital to Catholic organisations to support their growth and it does so consistent with the mandate above. The manner in which CDF seeks to undertake its work is also guided by scripture. The following scripture have been identified as particularly relevant:

- Care for others – *'I give you a new commandment: love one another; you must love one another just as I have loved you. It is by your love for one another, that everyone will recognise you as my disciples.'* John 13:34-35
- The importance of wealth – *'Do not lay up for yourselves treasures on earth, where moth and rust destroy and where thieves break in and steal, but lay up yourselves treasures in heaven, where neither moth nor rust destroys and where thieves do not break in and steal. For where your treasure is, there your heart will be also.'* Matt 6:19-21
- Sharing wealth – *'And the crowds asked him, "What then shall we do? And he answered them, "Whoever has two tunics is to share with him who has none, and whoever has food is to do likewise."* Luke 3:10-11  
*'Jesus looked up and saw the rich putting their gifts into the offering box, and he saw as poor widow put in two small copper coins. And he said "Truly, I tell you, the poor widow has put in more than all of them. For they all contributed out of their abundance, but she out of her poverty put in all she had to live on".'* Luke 21:1-4