

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

JOB TITLE:	Digital Platform Owner – Cancer Navigation service	DIVISION:	Cancer Control Campaigns & Communications
LOCATION:	Sydney	STATUS:	Ongoing
REPORTS TO:	Program Director	HOURS:	Full-time, 35 hours per week
AWARD:	Award Free	AWARD: <input type="checkbox"/> YES	AWARD: <input checked="" type="checkbox"/> NO

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's key strategic priority areas are research, prevention, support, policy, advocacy and sustainability. Our mission is to lead a cohesive approach to reduce the impact of cancer. At Cancer Council Australia, we have an enviable reputation for our commitment to Cancer research, and our values compassion, collaboration, trust, innovation and excellence guide everything we do.

A critical component of Australian Government's Australian Cancer Nursing and Navigation Program is the Cancer Navigation Service, which is being delivered by Cancer Council. It seeks to provide a simple point of entry into the support services offered across the sector, for those who don't already access the support they need. It focuses on scaling the availability of easy to access support services, improving equity, particularly among areas where cancer outcomes are worse than others, and preparing for a future where we expect more people to diagnosed with cancer and more Australians to be digitally savvy.

Role description

FINANCE & CORPORATE SERVICES / HR		Approved by: Tanya Buchanan		
Document ID: CCAFC542	Created by: Lisa Miskell	Version: 1.0	Approval date: June 2021	Review due: June 2023

The Digital Platform Owner – Website is responsible for delivering the Cancer Navigation Service (CNS) website as a digital platform that meets user needs, integrates effectively within the MACH technology stack, and achieves business outcomes across the Cancer Council federation.

The role is the Owner of core platforms being leveraged by the Federation and ensures it is scaled to achieve the nation-wide service. The Platform Owner ensures that technology platform meets identified requirements and that the platform is robust, accessible, and future-ready.

The Digital Platform Owner sits within the Website stream of the CNS program with the aim of delivering the CNS website in 2026.

The role has ownership of the designated scope, achieving agreed outcomes in line with the program schedule and allocated funding. Facilitate the resolution of blockers related to the leveraging of the platform to achieve releases and program outcomes.

Primary Accountabilities

Product Ownership & Delivery

- Own the end-to-end vision, roadmap, and delivery of the Digital Platform for the Cancer Navigation Service, ensuring alignment with program objectives, release schedules, and governance expectations.
- Translate user needs, service requirements, analytics, and program guardrails into a clear platform strategy and actionable delivery plan.
- Manage platform delivery across design, build, integration, testing, release readiness, and service transition.
- Ensure the platform aligns with the architecture and broader technology choices underpinning the federated service.
- Coordinate delivery across multiple streams (Web, Platform, CRM/Telephony, Knowledge, Navigation), ensuring dependencies are identified, sequenced, and resolved.
- Oversee UAT, QA, and Service Release gating, meeting standards set by the Design Committee and Supportive Care/Readiness Committee.
- Maintain schedules, critical path awareness, and platform progress reporting in partnership with the PMO.
- Proactively identify and manage risks, issues, and cross-stream blockers that may impact the program's integrated critical path.

Stakeholder Engagement & Governance

- Act as the platform liaison between the program's technical delivery teams, CCA stakeholders, state and territory digital teams, and the PMO-level Product Manager.

FINANCE & CORPORATE SERVICES / HR		Approved by: Tanya Buchanan		
Document ID: CCAFC542	Created by: Lisa Miskell	Version: 1.0	Approval date: June 2021	Review due: June 2023

- Lead platform-related engagement across federated partners, ensuring clarity around design intent, scope, and delivery expectations.
- Facilitate governance processes, including design acceptance, change control, risk reviews, and RAPID decision-input cycles.
- Manage approvals for content, UX, UI, privacy, accessibility, and design decisions, ensuring alignment with the program-wide design authority and governance principles.
- Build strong working relationships across states, committees, and advisory groups to support collaborative co-design and problem solving.
- Provide clear, timely, structured communication to all stakeholders, supporting transparency and accountability across the Navigation Service.

Technology Alignment & Quality

- Ensure platform design and delivery meet quality, accessibility, privacy, cybersecurity, interoperability, and data governance standards.
- Partner with the Solution Architect and Technical PM to ensure cohesive, secure, and scalable integration across CRM, telephony, CMS, knowledge systems, analytics, and infrastructure.
- Review technical designs, integration approaches, and platform decisions to ensure alignment with federated service requirements, design principles, and national policy expectations.
- Identify emerging risks across infrastructure, integration, performance, or security and work with partners to mitigate early.
- Lead continuous improvement activities using analytics, performance metrics, user feedback, and platform-level insights.

Other Accountabilities

Collaboration & Teamwork

- Support a collaborative and inclusive delivery culture, encouraging innovation and shared ownership.
- Assist with change management processes -managing scope changes and communications with stakeholders.

Work Health and Safety

- Follow all Cancer Council health and safety policies and procedures
- Report all known or observed hazards to Manager or Supervisor
- Take reasonable care at work to ensure your own and others' safety

FINANCE & CORPORATE SERVICES / HR		Approved by: Tanya Buchanan		
Document ID: CCAFCS42	Created by: Lisa Miskell	Version: 1.0	Approval date: June 2021	Review due: June 2023

Main Challenges

- Working within a highly federated governance environment with diverse stakeholder needs, varying levels of digital maturity, and competing priorities.
- Managing tight program timelines across multiple streams, vendors, and dependencies while aligning to Service Release gates.
- Navigating complex cross-stream integrations across CRM, telephony, knowledge management, analytics, and digital channels.
- Ensuring platform decisions align with the national design authority, program guardrails, accessibility standards, and federal policy expectations.
- Balancing the need for a nationally consistent service with local variation in state processes, digital systems, and readiness.
- Operating within an evolving environment where change, backlog reprioritisation, and stakeholder input must be balanced through governance.

Key Relationships

Reports to: Program Director

Works with:

- Navigation PMO
- PMO-level Product Manager (Technology)
- Solution Architect and Technical Project Manager
- Luminary development team
- Content Strategist and Digital Navigation/Stakeholder Lead
- Federation committees and program stakeholders
- Cancer Council Digital, Knowledge, and Platform streams

FINANCE & CORPORATE SERVICES / HR		Approved by: Tanya Buchanan		
Document ID: CCAFC542	Created by: Lisa Miskell	Version: 1.0	Approval date: June 2021	Review due: June 2023

Selection Criteria

Essential

- Demonstrated experience as a Digital Platform Owner, Digital Product Owner, or Digital Project Manager delivering large-scale web platforms or digital services.
- Proven experience working within complex or federated environments, balancing diverse stakeholder needs, governance, and dependencies.
- Strong understanding of Agile methodologies, sprint planning, backlog management, and integrated planning across multiple teams.
- Strong stakeholder engagement skills with the ability to influence, negotiate, and translate between technical and non-technical groups.
- Proven vendor and partner management experience, ideally across multiple delivery streams.
- Strong understanding of web accessibility, quality standards, security principles, and digital risk management.
- High-level organisational and problem-solving skills with experience managing critical-path dependencies in large programs.

Desirable

- Experience in the health, public sector, or not-for-profit environment.
- Exposure to AI-enabled content delivery, personalisation, or GEO-based service experiences.
- Experience working within structured program governance environments (e.g., RAPID, gated releases, design authority).
- Strong understanding of analytics (GA4), CMS workflows, and backlog/progress tools such as Monday.com or Jira.
- Experience conducting UAT cycles, service readiness reviews, or large-scale product launches.
- Ability to brief development teams using user stories, functional specifications, and acceptance criteria.
- Understanding of the Cancer Council ecosystem or similar federated program environments.

APPROVED BY:	COO	Date:	
---------------------	-----	--------------	--

FINANCE & CORPORATE SERVICES / HR		Approved by: Tanya Buchanan		
Document ID: CCAFCS42	Created by: Lisa Miskell	Version: 1.0	Approval date: June 2021	Review due: June 2023