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:	Enterprise Architect	DIVISION:	Cancer Navigation Service
LOCATION:	Sydney	STATUS:	Ongoing
REPORTS TO:	Program Director	HOURS:	Full-time, 35 hours per week
AWARD:	Award Free	AWARD: ☐ YES	AWARD: ☒ 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

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The Enterprise Architect is responsible for defining and maintaining enterprise architecture to support program objectives, ensuring scalability, security, and interoperability across platforms.

The role is principally intended to safeguard major regret spend, technical debt accumulation or solution divergence arising from the use of multiple different entities to deliver various sub-components of the program.

The Enterprise Architect sits within the CNS's Program Delivery stream and engages closely with stakeholders throughout multiple organizations, both within Cancer Council and with external vendors supporting delivery of the program.

The role has authority to set architectural standards, guide technical design, review solutions, and ensure delivery teams align with program governance and intent.

Primary Accountabilities

- Define and maintain the overall enterprise architecture to support program outcomes.

- Provide oversight of technology design, integrations, and platform interoperability.

- Ensure architecture supports scalability, security, and sustainability of digital and data platforms.

- Establish architectural design principles, frameworks, and governance to guide technical decisions.

- Collaborate with delivery teams to manage dependencies across CRM, telephony, digital, and web platforms.

- Review and endorse technical solutions at design gates to ensure consistency with program intent.

- Work in collaboration with State and Territory counterparts to align architectural approaches, promote interoperability, and share best practices.

Stakeholder Engagement & Governance

- Act as the program's technical liaison between product managers, solution architects, technical platform owners and project managers.

- Lead the establishment, documentation and implementation of enterprise architecture interlock of processes across delivery streams, leading and participating in leadership and delivery forums of varying cadence.

- Produce and maintain clear, consistent architecture design artefacts and process documentation (e.g., current/future state architecture views, solution designs, integration patterns, process maps, and architecture decision records), ensuring documentation is version-controlled, discoverable, and kept current across the delivery lifecycle.

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- Facilitate governance processes, including design acceptance, change control, risk reviews, and RAPID decision-input cycles.

- Manage approvals for technical designs, 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 architecture design and delivery meet quality, accessibility, privacy, cybersecurity, interoperability, and data governance standards.

- Partner with the Solution Architects and Technical PMs to ensure cohesive, secure, and scalable integration across solutions 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 by applying industry methodologies and program specific metrics to evaluate program outputs, crafting target state inputs & guidance for delivery streams to execute upon.

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

Main Challenges

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- 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

Selection Criteria

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Essential

- Demonstrated experience as an Enterprise Architect delivering large-scale digital programs.

- Proven experience working within complex or federated environments, balancing diverse stakeholder needs, governance, and dependencies.

- Strong understanding of industry standard Enterprise Architecture methodologies applying upon Microsoft and Azure platform solutions in workforce operation, service delivery and cloud native services. Strong experience in guiding and applying architectural principles for distributed systems with key outcome to support class leading staff and customer digital experiences.

- Strong and demonstrated capability in designing & applying solutions with Microsoft workforce services, Azure cloud native services or comparable industry platforms to support staff experiences across CRM, CXP and workplace knowledge platforms.

- Strong and demonstrated capability in designing & applying solutions for digital experiences targeting a national audience at scale across authenticated web experiences, app like experiences and AI enabled interactive channels.

- Strong stakeholder engagement skills with the ability to influence, negotiate, and translate between technical and non-technical groups.

- Experience setting and curating enterprise architecture principles and standards across multiple delivery streams and applying those while conducting technical design reviews across solution architecture and high-level design briefs.

- Proven vendor and partner management experience, ideally across multiple delivery streams.

- Strong understanding of quality standards, cyber 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 and/or certifications with TOGAF, visual modelling tools, Microsoft & Azure services, Dynamics 365, call centre operations, omni channel digital service delivery and AI enabled solutions.

- Experience working within structured program governance environments (e.g., RAPID, gated releases, design authority).

- Ability to brief solution architects' teams using collaborative visual modelling tools (e.g. Miro, Visio) and curated architectural artefacts, functional specifications, and acceptance criteria.

- Understanding of the Cancer Council ecosystem or similar federated program environments.

APPROVED BY:	COO	**Date:**	

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