

## Digital Delivery Manager

*Join our multi award-winning organisation, and help us deliver an outstanding customer experience*

### We offer our staff a number of great benefits, including:

- Flexible work arrangements
- Excellent culture and staff benefits
- Great Team environment

### Your new company

Bank First provides retail banking to its customers by offering a better value banking experience and delivering outstanding customer service. Through strong deposits and high quality loan growth, our organisation has a strong financial position and offers a range of products and services to support our customers to manage their financial affairs.

### Your new role

As the Digital Delivery Manager you will lead a team of three and be responsible for the day-to-day management, planning and maintenance of Bank First's digital assets including the public website, Home First, the Bank First app (mobile banking), Internet banking and email marketing.

You will lead the team in evolving and enhancing the digital customer experience (content, design, CX, integration, automation), gaining process efficiencies, meeting the evolving needs of customers, fostering collaboration and stakeholder engagement, supporting the Bank to drive engagement both via acquisition and retention, and good technical knowledge.

You have a proven track-record of managing teams and considerable hands-on experience using Content Management Systems (Sitecore preferable) and Email Marketing Systems (Marketo preferable). Excellent stakeholder management, interpersonal and influencing skills are expected as well as a keen eye for detail and an understanding of what makes a good customer experience.

### What you'll need

You will have a qualification in marketing, communications, e-commerce or an IT discipline and possess the following skills:

- 4+ years' experience working in a similar/equivalent role (financial services is desirable)
- Experience using Content Management Systems and Email Marketing systems
- Experience in developing and working with digital content strategy across multiple platforms
- A strong understanding of CX and UX including current digital trends
- Working knowledge of tools including JIRA, Confluence, Google Analytics, Power BI, Google Tag Manager and others
- Experience managing agencies and an ability to 'talk-tech'
- Ability to multitask and plan work load to meet required deliverables
- Ability to meet deadlines in a continually changing environment
- A drive to succeed and ability to work in a team environment.

### What you'll get in return

This exciting opportunity will see you working for an awarding winning organisation, with a competitive salary package and a broad range of other benefits reflective of our healthy culture and engaged workforce.

### What you need to do now

To be considered for the role, please send your CV and covering letter addressing the above criteria to [jobs@bankfirst.com.au](mailto:jobs@bankfirst.com.au).

**Applications close: Monday 11 January 2021**