



**Social Science
Translated**

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Application Pack: Digital & Product Manager



Social Science Translated (SST) is looking for a skilled and passionate person to join our small team to strengthen our digital products, data, and cyber resilience.

If you have a strong digital, data or product background and thirst for a challenge that has meaning for people's lives, you may be our new Digital Product Manager.

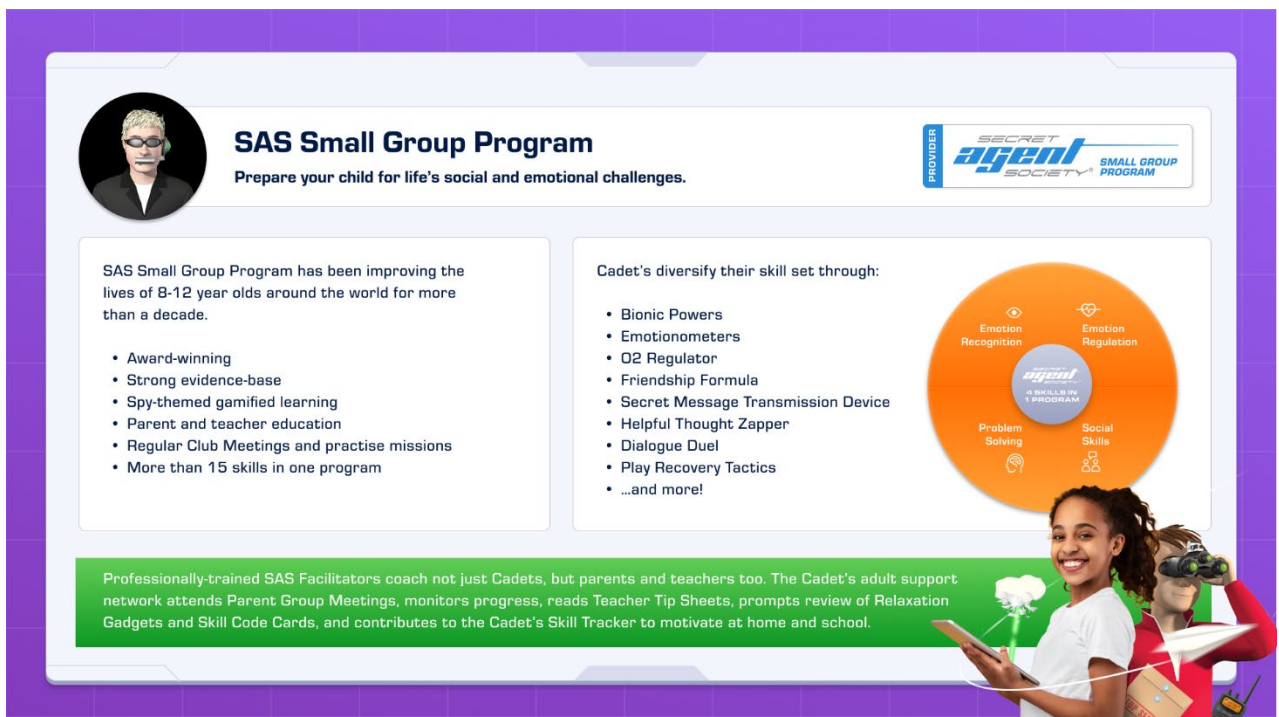
- We are a purpose-driven company making for meaningful change in people's lives.
- Our current product focus prepares children for life's social-emotional challenges.
- The role suits a self-motivated team player committed to support SST and its software as we scale usage internationally.
- Work 0.8 FTE with negotiable work hours (hybrid office model).



Background

SST's vision is all about making meaningful change in people's lives. We do this through delivering evidence-based practical resources to engage professionals, children and families to diversity their life skills. As part of this vision and mission, we are the exclusive distributor of Secret Agent Society (SAS). SST is responsible for providing training to education and allied health professionals in facilitating the SAS Small Group Program, and distributing SAS resources to both services and the public.

SAS has been transforming the lives of children around the world for more than a decade through espionage-themed resources providing an evidence-based, comprehensive and captivating solution to structured social and emotional learning for children aged 8-12 years old. Since 2009, the program has included a 'computer game' component with the child resources and in 2020 the entire SAS Small Group Program content and process was transformed into a specially-designed digital health platform.



SAS Small Group Program
Prepare your child for life's social and emotional challenges.

PROVIDER **SECRET agent SOCIETY** SMALL GROUP PROGRAM

SAS Small Group Program has been improving the lives of 8-12 year olds around the world for more than a decade.

- Award-winning
- Strong evidence-base
- Spy-themed gamified learning
- Parent and teacher education
- Regular Club Meetings and practise missions
- More than 15 skills in one program

Cadets diversify their skill set through:

- Bionic Powers
- Emotionometers
- O2 Regulator
- Friendship Formula
- Secret Message Transmission Device
- Helpful Thought Zapper
- Dialogue Duel
- Play Recovery Tactics
- ...and more!

Emotion Recognition, Emotion Regulation, Problem Solving, Social Skills

SECRET agent SOCIETY A SKILL'S IN 1 PROGRAM

Professionally-trained SAS Facilitators coach not just Cadets, but parents and teachers too. The Cadet's adult support network attends Parent Group Meetings, monitors progress, reads Teacher Tip Sheets, prompts review of Relaxation Gadgets and Skill Code Cards, and contributes to the Cadet's Skill Tracker to motivate at home and school.

SST is a small wholly-owned subsidiary of the not-for-profit AutismCRC Ltd, the world's first national cooperative research effort focused on autism and Australia's independent national source of evidence for best practice.



Join us as we pursue our strategic vision!

Our new Digital Product Manager role will be key in collaboratively developing and implementing our cyber strategy that builds a culture to manage digital products, data, and cyber resilience. Further, this role is crucial for maintaining and refining SST's software platform and program content as we strive to prepare as many children as possible for life's social-emotional challenges on a global scale.

We are seeking an exceptional candidate who can support the practical and legal application of our technology in health and education sectors as we grow and in a restless global digital health environment.

The role requires a flexible skills set to work at a strategic and system compliance level through to direct user support and nurturing SAS Provider relationships. As a small dynamic growing team (with a lot of passion!), initially this role will report directly to the CEO and have no direct reports while working collaboratively as a senior team member.

Nature of Appointment:

- 0.8 FTE (~30 hrs/week) – Regular working hours to be negotiated.
- Includes after hours and weekend work hours to be negotiated to meet user needs and peak periods.
- May be a remote worker, however office space is available in Brisbane at our international headquarters, and a Brisbane-based team member is desirable.

Primary Function:

You will manage our digital products from the perspectives of users, evidence-based program fidelity, business practicalities, and regulatory compliance.

You will empower our key software users to experience positive and efficient use of the SST software and SAS content. Key users include but are not limited to:

- SAS professional service providers (clinicians/educators) – to efficiently use the software to deliver their services with families.
- Parent/Carers/School Staff – to access and use the mentor and child sections of the software.
- Children – to access and use the child sections of the software.
- SST Team members – to access and use all areas of the software and maintain knowledge of current glitches or changes in software.

Suited Qualifications, Skills & Experience:

- Both creative and analytical thinker.
- Tertiary qualifications with relevance to the role, for example: Product management, IT, software development, social sciences.
- At least 5 years' experience in digital product/service delivery with a minimum of 2 years in product management or similar.
- Proven experience building/delivering/supporting technology solutions.
- Good understanding of data protection and privacy requirements (including personal or sensitive health information) and knowledge of, or willingness to learn, requirements across multiple international jurisdictions.
- Experience leading projects, along with ability to communicate effectively with technical and non-technical stakeholders.
- Demonstrated commitment to co-design, or inclusive, human-centred design.
- Skills research, discovery, development, and support/improvement phases of product lifecycles.
- Strong organisational and task management skills.
- Ability and desire to work independently and collaboratively within a small team.
- Good communication and flexible interpersonal skills for written correspondence, phone and video calls (to work with a range of professional allied health/education and parents users across varying timezones/cultures).
- Good attention to detail and focus.





Desirable Qualifications, Skills & Experience:

- Experience in, or understanding of, digital health technologies or their application.
- Experience in or understanding of allied health, education or disability service sector.
- Experience in, or understanding of, child mental health, autism or the broader neurodivergent community (or the ability and desire to quickly develop an understanding).
- Familiarity with technologies such as Drupal (specifically Drupal Commerce), CakePHP (specifically Tank), Gitlab, Amazon Web Services, Google Analytics.
- Familiarity with Salesforce CRM.
- Familiarity with Web Accessibility Guidelines 2.0 and inclusive design practices
- Strong customer service orientation and experience.
- Familiarity or experience with the SAS Small Group Program, or children's allied health or educational services.

Duties & Responsibilities:

Reporting to the Chief Executive Officer and working as part of the SST team, the Digital Product Manager will have regular responsibilities as well as extension and administration duties as required.

Regular responsibilities:

1. Digital product management including investigation and implementation of approved new and changing SAS program content and platform features and functionality. For example:
 - a. Monitor and analyse user behaviour patterns and issues to plan and implement prevention/enhancement initiatives, materials and processes.
 - b. Implement, supervise and/or review program content changes across various CMS, PDF or hard-coded elements.
2. Data protection and compliance management including technical and organisational measures for meeting jurisdictional legislation in a digital health context.
3. Management of software development, maintenance, and support from external technical teams including contract management. For example:
 - a. Test and report software bugs and resolutions.

- b. Provide pre-deployment testing and scheduling of deployments for new/changed functionality considering implications for users and user communications when relevant.
 - c. Ensure external technical support is aligned with contracted conditions.
 4. Deliver user support coordination including direct help desk support for software users, instructional materials, software user activity data reporting, and incident response user communications. For example:
 - a. Optimise SST support methods and timing to best meet the needs of 24-hour global use of the software.
 - b. Test and troubleshoot issues to differentiate user behaviour from technical bugs.
 - c. Provide regular team and Board level reporting on software use, issues management, and improvements made.
 5. Map and plan approaches to SST data use, including analytics and optimisation for internal product and business improvement, data visualisation for user-facing product enhancements, and academic research collaborations.
 6. Maintain a strong commitment to business practicalities, scope control, budget and project prioritisation.
 7. Conduct individual administration tasks including maintaining up-to-date records of user contact through the SST CRM system.
 8. Join the SST team in shared administration and office management tasks.

Other Responsibilities as Required:

- Supporting SST team through CRM (Salesforce) system administration/support.
- Implement website content updates.
- Assist with the data integration, automation, or upgrade projects for SST's business operations.
- Other duties as requested from time to time.



Application Process

Please complete the following steps and submit an application as soon as possible, submissions will be reviewed on a rolling basis:

Please prepare and send the following:

1. Your CV including contact details of two professional referees (may be provided once shortlisted).
2. Cover letter (no longer than one page) outlining:
 - **Why** you are interested in this position?
 - What do you see as your top three **personal attributes** that make you suitable for this role?
3. A multi-media/audio-visual recording (no longer than 3 minutes) that:
 - Introduces yourself to our selection panel,
 - Outlines briefly how your **skills and experience** align with this role, and
 - Shares a favourite “digital” or “espionage” themed joke
4. Submit your completed application:
 - Please submit your responses to kathleen@sst-institute.net
 - For questions please call 07 3720 8740.

If successfully shortlisted, you will be asked to participate in an interview and work sample task.

If you would like to familiarise yourself with the SAS digital product and the context in which it is used before submitting your application, please consider the following:

- [SST](#) and [SAS](#) websites
- [SAS Implementation Guide](#)
- [Social Science Translated YouTube Channel](#)
- Contact sas@sst-institute.net to ask for a recruitment **coupon** for the [SAS Assistant Short Course](#). *This is a self-paced foundation short course for any adult planning to support an SAS Facilitator in their SAS Small Group delivery. The course is usually completed by teacher aids, allied health placement students, assisting volunteers, or fully trained educators/psychologists/speech therapist who are colleagues of fully trained SAS Facilitators. Depending on your desired pace, it is usually a 2 hour process that can be stopped and recommenced over time if you don't wish to do it all at once.*

Applications will be reviewed on a rolling basis, please submit your application as soon as possible.