

ROLE PURPOSE

Role Title: Payment Technologies & Security Lead

Employment type: Full time, fixed term 2-year contract (possibility of extension)

Division: Enabling Services

Reports to: Head of Technology & Services

Location:
Sydney

Number of direct reports: None

Date: Feb 2026

Leadership Band:
Leads Self

Purpose of the role:

The **Payments Technologies & Security Lead** is accountable for stabilising and strengthening payment operations and technologies following a major transformation. The role provides end-to-end oversight and governance, ensuring payment platforms and integrations are secure, compliant, well-configured and effectively supported; owns payment provider contracts and relationships to ensure performance; and leads the global architecture of payment technologies to ensure the needs of key stakeholders including Public Affairs, Finance, IT, D&D and Digital teams are coordinated and met.

The role will own the outcomes of:

1. Own and govern The Foundation's end-to-end payments ecosystem across CRM, digital platforms, gateways, and providers, approving and overseeing changes with appropriate design review and risk assessment in Australia and in The Foundation's international markets including Hong Kong, Singapore, the US, UK/Europe and Kenya.
2. Stabilise and support day-to-day payment operations across all donation and payment channels, including one-off and recurring donations, direct debits, card payments, IVR and call centre payments.
3. Act as lead and subject matter expert for all donation payment processing channels, contracts, technologies, and security across the organisation, resolving payment-related issues and improving operational reliability.
4. Ensure payment configurations align with finance, and IT security / privacy and data protection requirements, supporting security-by-design, internal and external audits, fraud prevention, investigations and compliance activities.
5. Act as the primary point of contact for payment-related components of the CRM, digital platform, payment gateway, orchestration platform and IVR solution, supporting stable integrations and onboarding of new payment options.
6. Partner closely with Public Affairs, Finance, IT, D&D and Digital teams to support payment channels, manage contracts and payment vendor relationships, resolve issues, and align processes.
7. Proactively identify and mitigate payment-related and other risks arising from platforms, data, vendors or configurations, contributing to future planning and continuous improvement.
8. Other tasks as requested by your manager.

Our Capabilities:

As a member of The Foundation Family you will:



1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:

- Leading and implementing secure, compliant payment operations in a complex environment.
- Experience in payments, financial services, or high-volume digital transaction environments.
- Negotiating and partnering with payment providers, banks and fundraising platforms.
- Managing PCI DSS compliance and fraud prevention activities.
- Working across diverse teams and cultures within the not-for-profit or financial services sector.

Skills:

- End to end payments domain expertise
- Payment platform configuration and management
- Risk based, security, and compliance management
- Stakeholder engagement, Vendor management and a relational leadership approach to influence outcomes
- Problem-solving and process improvement
- Strong communication skills, including translating technical issues for non-technical stakeholders
- **Flexible working hours as required to support teams in international markets.**

Desirable Experience:

- Experience in international development & NFP sector.
- Experience onboarding new payment channels (e.g., PayTo, PayID, digital wallets).
- Experience with B2B and/or banking integration and payment processing
- Experience leading incident response, compliance programs, audits or system implementations

Qualifications:

Relevant tertiary qualification in technology, finance or business.

The position involves:

This position does not involve "Working with Children" either direct or indirect.

Travel:

Occasional domestic or international may be required.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children