Job Specification: Head of Digital Technology

Department: IT
Scale: HQ 6
Line managed by: Director of Governance and Business Transformation
Responsible for line managing: IT Manager
Location: Manchester affiliated

MAG's Vision: A safe and secure future for men, women and children affected by armed violence and conflict.

MAG's Mission: MAG saves lives and builds futures by working with others to reclaim land contaminated with the debris of conflict, to reduce the daily risk of death or injury for civilians, and to create safe and secure conditions for development.

Job Purpose:

- Responsible, as a strategic business partner with leaders and senior manager across MAG, for leading and driving IT and digital developments across the organisation, ensuring they are delivered in accordance with MAG's vision, mission and values.

Job Description

Digital Technology and Transformation

- Create and support an environment of digital innovation and best practice, ensuring the use of technologies for the benefit of MAG's programmes and teams.
- Develop, manage, monitor and implement MAG's digitisation strategy in line with organisational values, objectives and priorities
- Provide strategic and direct support, acting as a champion for digital transformation, providing leadership and support for MAG colleagues around digital transformation, including facilitating training and developing tools that enable their work.
- Lead the development and delivery of MAG's digital strategy and its business process and digitalisation agenda, informing the Working Group on best practice and influencing technology decisions
- Implement strategic initiatives that drive improvements in the quality and efficiency of MAG's information systems.
- Ensure MAG's IT and Information Systems are fit-for-purpose, integrated and evolve in a coherent and sustainable way.
- Lead the review, development and implementation of policies, procedures and systems to ensure consistent and fit for purpose digital arrangements across MAG to support our programme and teams.

Project Delivery

- Analyse key business processes and document current and future state scenarios with measurable efficiency improvements.
- Develop and manage MAG's digital governance framework and support the work of its Digitisation Working Group.
- Oversee and lead the end-to-end delivery implementation and support of digital and IT projects, including the required change management, that contributes to improving global collaboration, efficiency and the resilience of MAG's technology infrastructure and systems, working with internal and external stakeholders to achieve agreed objectives.
- Monitor progress and define milestones on digital projects to ensure deliver in line with agreed timetables and budgets.

IT Services

- Accountable for the MAG's IT arrangements, including control of and the development of MAG's IT budget, work and business plan, inputting into the longer-term organisational strategy.
- Coordinate the team's ability to be a proactive IT Business Partner with MAG's leaders and senior managements, to ensure the IT agenda is appropriate for their needs, in terms of offering a fit for purpose infrastructure and services.
- Oversee the implementation of global IT policies to govern the use of MAG's IT related assets and infrastructure
- Act as a technical escalation point for other members of the Manchester IT team and other MAG staff on all IT matters.
- Oversee the development and implementation of standard technical procedures, to ensure efficient delivery of services.
- Be MAG's Information Security lead on cybersecurity arrangements and advise MAG's Company Secretary and relevant colleagues on Data Protection policy/compliance considerations.

Management

- Lead the Manchester IT Team, nurturing effective communication, coordination, collaboration, accountability and teamwork in the implementation of approved plans in line with MAG's vision, mission, values and strategy.
- Develop and maintain effective working relationships and collaboration with those responsible for IT in country programme teams.
- Develop, monitor and maintain the team budget.
- Lead on maintaining and managing corporate relationships with relevant internal and external key stakeholders including suppliers, service providers, industry regulators and Country Programmes.

All HQ staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives.
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities.
- Travel overseas, sometimes to developing countries and areas in conflict, as and when required.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

Some Job Descriptions may be supplemented by specific Terms of Reference.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarise the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Person Specification

Essential Experience

- A proven track record of driving transformational change to business processes and systems through the effective use of digital, data and technology
- Demonstrable experience of being the IT Lead in a global organisation.
- Involvement in the develop and implementation of digital strategies
- Leading, managing and inspiring teams
- Successful planning and delivery of complex digital technology projects
- Budgeting including management and monitoring
- Experience of technology operations management and the use of new technologies to improve cost effectiveness and performance
- Managing Office 365 including Exchange Online & SharePoint and Microsoft server OS and applications including Exchange, SQL, IIS
- Experience of advising on and leading on the implementation of SAAS
- Significant experience of contract management and working with external service providers

Desirable

- Experience of being part of a digital and or IT leadership team

Essential Aptitude, Skills and Knowledge

- Excellent written and verbal communication skills
- Effective communicator with multiple stakeholders
- Excellent time management, project management, planning and organisational skills
- Process mapping and/or modelling
- A strategic thinker with the ability to lead by example
- Strong influencing and negotiating skills that can deliver positive outcomes
- Knowledge of the Data Protection Act and GDPR in relation to IT systems and security
- Assessment and application of business process improvement methodologies (e.g. Agile, Scrum etc.)
- Have an in-depth knowledge of enterprise software engineering tools, practices and processes to enable repeatable and reliable change
- Contemporary knowledge and understanding of latest developments in the digital landscape and emerging technologies

Desirable

- Experience of working for an International NGO or comparable organisation

Essential Characteristics

- Commercially aware in developing and proposing digital technology solutions that assist in developing business objectives
- Demonstrates a collaborative, can-do attitude
- Committed to the production of work of a consistently high standard, with a high attention to detail
- Proactive, demonstrating initiative and delivering solution-oriented approaches
- Sensitive, flexible and responsive to the changing needs of an organisation
- Always looking for ways to improve things and develop themself
- Attention to the bigger picture as well as importance of detail
- Able to prioritise, and work at pace with a range of competing demands
- Committed to achieving and furthering MAG's goals

Essential Qualifications

- A degree in information technology or a related field (computer science, information science etc.) or other relevant IT qualifications, training and/or experience will be considered

Desirable

- Other Office365 technologies and systems such as Teams & Power BI

Signed employee:	**Date:**
Signed manager:	**Date:**

January 2022