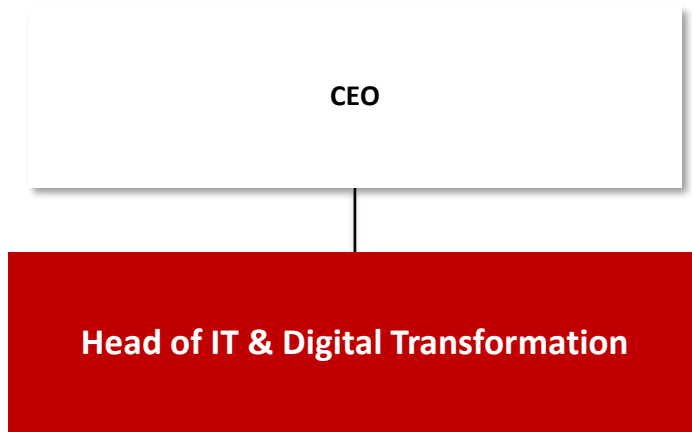


Head of IT & Digital Transformation

Reporting Lines



Department	Digital	Reporting to	CEO
Salary Range	£60,000 to £70,000	Version	HDT-06-2024-V1
Subordinates	Team to be built	Working Hours	37.5 hours per week
Location	Manchester		

Main Job Purpose

Action For Humanity (AFH) is a charity that aims to provide aid and assistance to people affected by natural and man-made disasters. Our vision is a world of crises-resilient communities. Our mission is to mobilise and respond to emergencies and critical needs through humanitarian, development and peace-building action, helping affected communities survive, recover and build a better future.

The Head of IT & Digital Transformation will lead Action For Humanity’s digital transformation journey in our current period of rapid expansion. This will include developing and executing the digital strategy, improving the IT and digital infrastructure, and leveraging digital technology to deliver modern and efficient services which support our strategic plan and ambitions.

Working closely with the CEO you will be responsible for building the unit by recruiting the most suitable candidates to execute a successful implementation of AFH’s digital transformation strategy. This includes establishing a robust IT infrastructure, implementing a functional ERP, adopting a zero-paper policy, maintaining an efficient website, and ensuring strong cybersecurity.

Responsibilities

The Head of IT & Digital Transformation is accountable to fulfil their roles and responsibilities in line with AFH's strategy, code of conduct, values, and principles, and to report to their line manager regularly on the basis of annually defined KPIs.

1) Strategic leadership and input

- The Head of IT & Digital Transformation will be responsible in developing a digital strategy and execution plan;
- providing strategic direction to the organisation through advising the CEO based on conducting research, benchmarking, and planning;
- leading on executing projects in accordance with the digital strategy and plan.
- Oversee the establishment and maintenance of a robust IT infrastructure and help desks
- Act as the lead Data protection Officer to comply with GDPR and other applicable regulations relating to privacy and confidentiality.
- Attend and contribute towards leadership meetings, supporting the decision-making process in relation to digital transformation.
- Act as the organisation's IT, digital and systems lead, resolving and/or all issues.
- Identify opportunities for improvement in digital processes and systems to support AFH's mission.
- Stay updated with the latest trends and technologies to keep AFH at the forefront of digital innovation and efficiency.

2) Project management

- Plan, execute, and maintain all IT & digital projects to ensure they align with AFH's goals and timelines.
- Build, maintain, and leverage excellent relationships with key internal and external business stakeholders to ensure successful delivery of all projects.
- Report progress and outcomes to senior management and stakeholders, providing clear and actionable insights.
- Key projects to initially include the following but will change according to organisation's needs:
- implement and manage a functional ERP and CRM system specific to AFH's operations
- ensure AFH's websites are efficient, user-friendly, and regularly updated to reflect the organisation's mission and activities
- Enhance AFH's online and digital presence to improve engagement, transparency, and accessibility for donors, volunteers and beneficiaries
- Implement and maintain strong cybersecurity measures to protect AFH's data and systems from threats, ensuring the safety and privacy of all stakeholders

3) Resource management

- Conduct thorough resource planning for digital projects.
- Work with the CEO & Finance team to manage your budget.
- Ensure projects are delivered within budgetary and timescale constraints.
- Ensure relevant projects achieve desired pre-agreed ROI or otherwise measurable impact.
- Oversee good value procurement of digital solutions in accordance with our procurement policy.

4) People Management

- Build and lead a high-performing digital team to drive AFH's digital transformation initiatives.
- Manage positive employee relations
- Effectively line managing and empowering the department staff

- Developing and maintaining a learning-conducive environment within the department
- Monitoring and improving staff performance through regular one-to-one and department meetings, periodic reviews and appraisals and the development and adherence to staff learning/development plans
- Leading, facilitating and encouraging team work and communication

5) **Other**

- Perform any other reasonable tasks assigned by the CEO.

Our Values

Believe in the cause

We believe in changing a situation from negative to lasting positive; helping those in need; saving and transforming lives for the better is what drives us.

Work together

Teamwork is the backbone of our work's success.

Give with grit

Being a "gritty" person means perseverance and passion for long-term goals; hence, freely giving with courage, conscientiousness, and resilience; acting with optimism, confidence, and creativity as you strive for excellence.

Make life better

Ultimately, our work is to make life, in its holistic sense, better for everyone, and everything, including the environment.

Work Environment

- 95 % indoors/office based
- 5 % outdoors/travel/events/work trips

Job Requirements

<p>Education</p>	<ul style="list-style-type: none"> • Bachelor’s in Software Engineering, IT, Computer Science, or a related field: A strong foundation in software engineering or a related technical field is essential for understanding and managing the technical aspects of digital transformation. (Essential) • Master’s in a related field: A Master’s degree in a related field such as IT or Business can provide additional skills in management, strategic planning, and understanding the broader business implications of IT initiatives. (Desirable) • Project management qualifications or qualified through experience (Essential) • Evidence of recent continuous professional development (Essential)
<p>Experience</p>	<ul style="list-style-type: none"> • A track record and extensive experience IT management, software engineering, or a related field. (Essential) • Demonstrable experience with ERP and CRM systems is crucial for ensuring these systems meet the organisation’s needs. (Essential) • Experience in leading digital transformation initiatives. (Essential) • Knowledge and experience in cybersecurity are critical to protect the organisation’s data and systems. (Essential) • Proficiency in planning, executing, and monitoring projects to ensure they are completed on time and within budget. (Essential) • Proven ability to recruit, build, and lead high-performing teams. (Essential) • Experience working in or with nonprofit organisations. (Desirable)
<p>Skills</p>	<ul style="list-style-type: none"> • Specialist knowledge and skills of digital transformation including Portfolio, Project, Business Analysis, etc (Essential) • Specialist IT, Systems, and Software Development knowledge (Essential) • Ability to work on numerous simultaneous projects to tight deadlines (Essential) • Logical and methodical approach to analysing high level information to make sound judgements (Essential) • Ability to present and influence at Board/C-Suite level, even where resistance is apparent (Essential) • Communication and stakeholder management (Essential) • Problem-solving in relation to multi-dimensional, complex problems (Essential)
<p>Languages</p>	<ul style="list-style-type: none"> • English (Essential) • Arabic or Urdu (Desirable)