

# PLAN INTERNATIONAL UK JOB PROFILE

<b>Job Title</b>	Head of IT
<b>Department</b>	Finance & IT
<b>Unit (if appropriate)</b>	Information Technology (IT)
<b>Grade</b>	1
<b>Salary</b>	£67,700 per annum
<b>Contract type</b>	Permanent, full time (34.5 hours per week)
<b>Reporting to</b>	Director of Finance & IT
<b>Responsible for</b>	IT Operations Manager, IT Solution Architect, IT Project Portfolio Manager; IT team

## Overview of Department

Plan International UK is an independent development and humanitarian charity that advances children's rights and equality for girls. We believe in the power and potential of every child. But this is often suppressed by poverty, violence, exclusion and discrimination. And it's girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children. We support children's rights from birth until they reach adulthood. And we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. We have been building powerful partnerships for children for 80 years, and are now active in more than 70 countries. By 2022 we want to help 100 million girls learn, lead, decide and thrive.

The IT department aims to provide the right technologies and information services to enable the organisation in fulfilling its mission. The department is made up of 14 people, including the Head of IT, who are organised into three sub-teams – IT Operations (which includes a dedicated service desk), IT Solution Delivery and IT Project Delivery. Each team has their own manager who reports to the Head of IT. The department is responsible for the overall use of information and technology services across the organisation and for delivering an ambitious technology development programme to support business optimisation, innovation and growth.

## Job Purpose

- Provide strategic and operational leadership in respect to Plan International UK's use of information and technology.
- Take responsibility for the overall planning, organising, and execution of all IT functions
- Lead the effective delivery and continuous improvement of IT services and solutions to users.

<b>Key Deliverables</b>	<b>Key Activities</b>
<b>IT strategy and planning</b>	<ul style="list-style-type: none"> <li>• Lead and manage the creation and ongoing review of Plan International UK's IT strategy that meets the medium and long-term requirements of the business.</li> <li>• Ensure that the strategic management of information and technology resources and roadmaps is embedded in business</li> </ul>

	<p>planning and operational processes and management.</p> <ul style="list-style-type: none"> <li>• Be accountable for the IT / business systems project portfolio, ensuring appropriate prioritisation of initiatives and effective delivery in respect to time, cost and quality.</li> </ul>
<b>IT governance</b>	<ul style="list-style-type: none"> <li>• Develop, communicate and embed IT policies, processes and procedures, ensuring compliance across the organisation.</li> <li>• Promote clear and accountable decision making on information and technology issues, ensuring alignment with business objectives.</li> <li>• Ensure that the provision of IT services, service levels and quality supports the organisation's operational and strategic objectives.</li> <li>• Assure that business processes are compliant with relevant information and technology related legislation and standards – including the General Data Protection Regulation (GDPR).</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Build strategic relationships with senior internal stakeholders and act as a single point of contact for significant IT matters and strategic and business planning incentives.</li> <li>• Act as an effective business partner, engaging with and informing Senior Management Team colleagues and other stakeholders and provide them with technology enabled business and information solutions appropriate for their needs.</li> <li>• Collaborate and consult with key IT and business contacts within the other member organisations of Plan International to drive operational effectiveness and continual service improvement.</li> <li>• Build an appropriate external profile within the charity IT sector to allow the organisation to be better informed of technology developments and trends.</li> </ul>
<b>Risk management</b>	<ul style="list-style-type: none"> <li>• Ensure that information assets are appropriately protected from internal and external threats and that opportunities for innovation are maximised.</li> <li>• Ensure that the risk framework is systematically applied to IT operations and the IT change programme, and that effective countermeasures and contingency plans are in place where applicable.</li> <li>• Own the IT service continuity planning process and lead the implementation and testing of contingency plans to ensure that agreed service levels are maintained.</li> <li>• Set the policy for the management of change to IT services, ensuring effective control and management of risk to the availability, performance, security and compliance of the services impacted.</li> </ul>
<b>Information security</b>	<ul style="list-style-type: none"> <li>• Direct the development, implementation, delivery and support of the information security framework.</li> <li>• Lead the provision of information security resources, expertise, guidance and systems.</li> <li>• Lead on the investigation, mitigation and resolution of security incidents.</li> </ul>
<b>IT supplier &amp; contract management</b>	<ul style="list-style-type: none"> <li>• Manage key IT supplier relationships, ensuring suppliers' conformance to applicable contracts and agreements while promoting service quality, good practice.</li> </ul>

	<ul style="list-style-type: none"> <li>• Champion continuous improvement and jointly develop incentives to enhance IT supplier performance and value for money.</li> <li>• Negotiate and resolve contractual issues and disputes, ensuring positive outcomes.</li> <li>• Research IT suppliers and markets and maintain a broad understanding of the commercial environment to inform and develop IT sourcing plans.</li> <li>• Lead IT procurement initiatives, tenders, evaluation and acquisition processes for high value IT products and services, ensuring best value for money.</li> </ul>
<b>Financial management</b>	<ul style="list-style-type: none"> <li>• Agree and manage the IT budget and targets, ensuring that there is adequate funding for IT targets and plans to meet agreed IT development and capacity needs.</li> <li>• Analyse actual IT expenditure, explain variances, and determine options in the use of available budget to meet real needs.</li> <li>• Assess IT financial performance, and regularly review and act upon opportunities to improve cost efficiency and value for money.</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>• Provide exemplary leadership of the multidisciplinary IT team (13 people) within a fast-paced and busy business environment.</li> <li>• Line manage the IT management team, made up of two technical managers and a senior project management specialist.</li> <li>• Set performance objectives for the IT team and monitor progress against agreed quality and performance criteria.</li> <li>• Support learning and development within the IT team and facilitate effective professional development of team members in accordance with business objectives and individuals' career plans.</li> <li>• Ensure effective resource planning, recruitment, selection, assessment, on-boarding and transitioning of IT people resources.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities undertaken on behalf of Plan UK, externally or internally, are in line with the overall aims of the organisation and with policies and procedures.</li> <li>• Participate in training and other activities as requested.</li> </ul>
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<b>Awareness and Representation</b>	<ul style="list-style-type: none"> <li>• Commitment to Plan International UK's position on promoting girls' rights and gender equality, and integrating this into all aspects of work.</li> <li>• Commitment to child safeguarding and to being confident and competent in meeting safeguarding responsibilities.</li> </ul>
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<b>Level of Child Protection Responsibility</b>	Standard – commitment to uphold to Child Protection guidelines at all times.
<b>Level of Budgetary Responsibility</b>	Approximately £2m

*This is not intended to be an exhaustive list. Your job description may be subject to change.*

<b>Date Created</b>	April 2018
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# PLAN INTERNATIONAL UK PERSON SPECIFICATION

## PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
<b>Communicating with all stakeholders</b>	<ul style="list-style-type: none"> <li>Negotiate and influence at all levels and to benefit Plan International UK internally and externally on issues that are not clear cut, require change and/or action.</li> <li>Present complex ideas and information in understandable terms making subject matter intelligible and compelling.</li> <li>Make a positive impact through own style and manner of delivery, varying language and content for specific audiences.</li> <li>Listen actively and interpret non-verbal messages, check own understanding through reflection and questioning.</li> </ul>
<b>Working effectively and efficiently</b>	<ul style="list-style-type: none"> <li>Strive for excellence and translate Plan International UK's vision into reality.</li> <li>Organise own work and time productively whilst prioritising, planning and overseeing the work of others</li> <li>Understand strategic environment and regularly make decisions to improve efficiencies and reduce costs.</li> <li>Champion creativity and challenge the status quo to pioneer more effective and innovative ways of working.</li> <li>Reframe problems for self and others, including their team, helping others to see situations from a new perspective.</li> </ul>
<b>Demonstrating Plan values</b>	<ul style="list-style-type: none"> <li>Understand and keep up-to-date with the strategic environment Plan operates in.</li> <li>Demonstrate and inspire others to consistently seek innovative work methods and continuous improvement.</li> <li>See learning as an integral part of the role and build self-reflection and learning into every activity.</li> <li>Continuously improve knowledge and skills to develop expertise and encourage others to learn.</li> </ul>

## RELEVANT EXPERIENCE

### The successful candidate will have experience of ....

Graduate level qualification in a technology or information systems discipline, or equivalent work experience.

Leading an IT department of a similar scale and complexity.

Line managing other people managers, and both technical and non-technical staff.

Building and motivating high-performing teams, highly respected for their results, expertise and commitment.

Managing projects/programmes of work involving complex change.

Providing excellent customer service to users.
Developing, implementing and managing strategies and plans aligned to key business objectives.

SPECIFIC SKILLS AND KNOWLEDGE	
The successful candidate will have the ability to....	The successful candidate will have knowledge of....
Demonstrate an awareness of child safeguarding issues.	Techniques around leading change in a complex business and IT environment.
Demonstrate leadership and role model Plan International UK's values.	Contract management, negotiation and monitoring.
Communicate effectively and influence at all levels across the organisation.	Applicable legislation and regulation and the requirements for achieving compliance.
Apply data management principles and practices.	Data protection and information security principles and practices.
Demonstrate excellent people management.	Portfolio, programme and project management methods (ideally PRINCE2 and/or agile).
Motivate teams and support and empower line reports.	IT service management methods (ideally ITILv3).
Understand and interpret customer needs.	Emerging trends within the technology sector.
	The UK fundraising and international development sectors (desirable).