Job Profile:
Head of Technology

always hope.

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Christians Against Poverty is a dynamic and growing mission with a strong vision, award-winning culture and passionate workforce. CAP exists to equip the local church to serve the poor and save the lost. Our highly effective expertise allows us to break into the hellish mix of poverty, isolation, chaos and severe stress. In its place, we deliver hope, peace, and freedom through our compassion and technical excellence. Due to our debt help work, we are authorised and regulated by the Financial Conduct Authority and required to meet high regulatory standards.

Working at CAP is exciting: we partner with the living Christ and the power of his resurrection as we see thousands of people freed from debt, connected with a loving community and saved. We have a huge, collective ambition to see people freed from poverty, and to see them come to know Jesus' abundant life and find belonging in his family.

CAP's work in the UK is delivered through 300 head office staff in Bradford who serve the frontline teams and volunteers that make up a vibrant network of over 600 community franchise centres. CAP UK, as the founding national franchise, also supports and equips country franchises growing in Australia, New Zealand and Canada, with vision for more countries.

CAP lives out the belief that culture eats strategy for breakfast (though we're pretty keen on strategy too, so we have that for lunch). We invest in and seek to thoroughly integrate our core values into who we are and how we work. To join CAP is to commit to growing with us into being more Christ-centred, generous, passionate, united, compassionate, fun, excellent and courageous.

The role of the Head of Technology, reporting into Jon Day our Director of Technology and Transformation, is a critical one in leading our technology team to provide excellent digital tools and services to CAP in the UK and worldwide.

We are looking for a Head of Technology to provide the sophisticated and inspiring leadership required to take our technology team to the next level.

*You'll be known as those who can fix anything, restore old ruins, rebuild and renovate, make the community liveable again.
(Isaiah 58:12)*

Context:

The Technology team is an essential part of CAP's support services, enabling the critical work of CAP in the UK and in other countries. Our role is to strategically develop digital solutions that respond to CAP's changing needs and the opportunities offered by fast-moving changes in the technology landscape. Once systems are in use, we provide ongoing development and generous support to CAP's head office staff and wider user community.

Purpose:

The role of the Head of Technology is to provide leadership and direction to the team and suppliers delivering core technology and software solutions, to meet the growing needs of the charity. In addition, they will prioritise, plan and oversee required technology projects and the day to day running and provision of high quality, generous support services by the Technology team.

This role is a key one in connecting the needs of CAP as a whole with the possibilities of quality technology provision and building a sustainable technology platform to meet the growing needs of the charity.

Passion:

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions. We know that through this we are enabling CAP to better serve our partner churches and clients as we continue to grow towards our ambitious vision.

Personality:

We are a fast moving team, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by coffee, cake and biscuits.
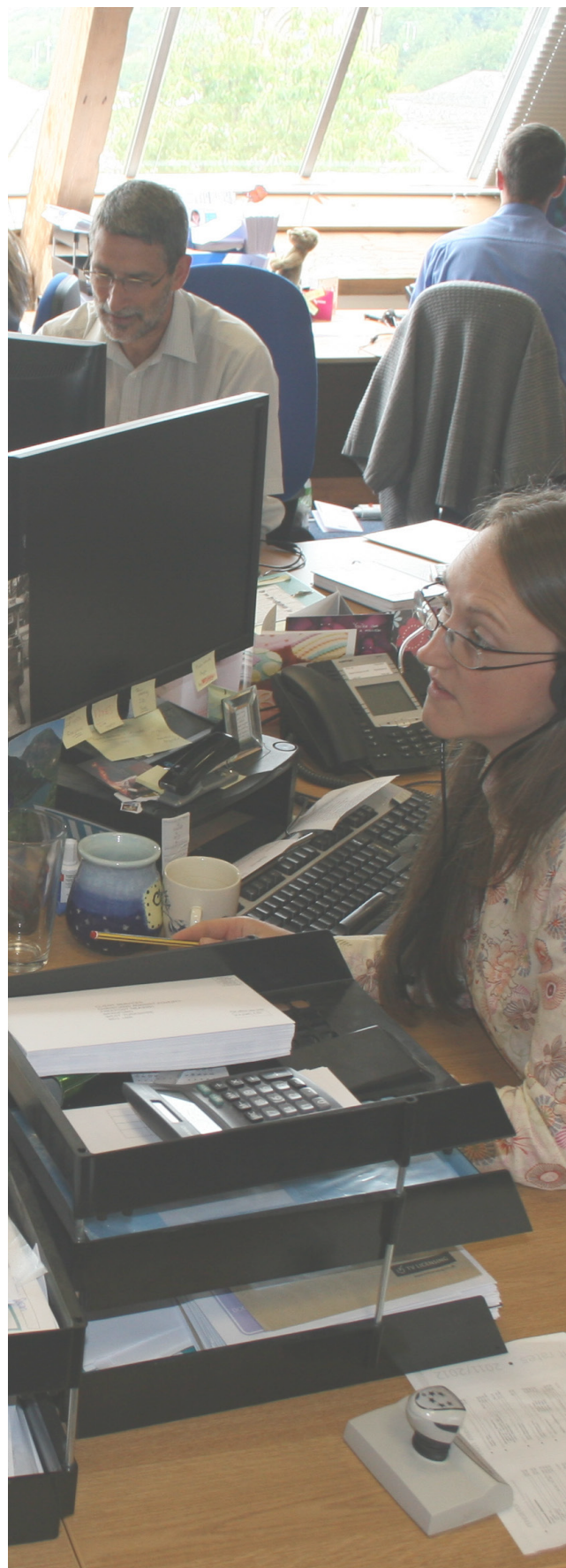
Role

Accountabilities:

- Understand the vision and strategic needs of different areas of the charity, and translate them into an internal roadmap of software solutions.

- Lead and manage successful delivery of a portfolio of software solutions, ensuring implementation delivers business benefits and is in line with our architecture and standards.

- Provide leadership and guidance to the IT team leaders to ensure organisational and user requirements and deadlines are met.

- Drive continual improvements in software systems through gathering, analysing and acting on systems' performance data.

- Define and monitor system quality metrics for our software and systems, in line with the strategic aims of the charity.

- Ensure system and data backups are in place and plan and test appropriate DR measures for all IT systems, leading invocation if required.

- Ensure all systems are designed to appropriately high standards in IT security and data protection. Ensure testing and threat monitoring is in place.

- Oversee service provision by the IT helpdesk to ensure our generous support standard is being met.

- Liaise with department heads and key vendors to oversee all software and hardware purchasing, and supplier relationships.

- Ensure that documentation of infrastructure and systems is created and maintained.

- Work with Director of Technology and Transformation in annual preparation of team plans and budgets and in on-going technology strategy for CAP.

- Stay up to date with developments in technology and IT best practice to apply to development of CAP systems and infrastructure.

Measurable outputs:

- Achieve targeted customer satisfaction results on core services (e.g. telephone, email, helpdesk support, systems availability) and CAP applications

- Comprehensive project tracker for all core technology and development projects updated at least monthly

- Ensure IT helpdesk meeting agreed customer satisfaction levels

- Maintain agreed percentages of systems uptime

- Operate within budgets

- Achieve targeted score in manager upward feedback surveys.

Culture:

- Clearly live out and embrace the cultural values of CAP

- Clearly demonstrate a heart and passion for the charity

Other responsibilities include:

- Being willing to pray with staff

- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person

Education:

- Degree level or equivalent vocational training

Experience:

Essential
- Experience of leading and managing a team of staff, including recruitment
- Experience of driving a team to deliver key objectives
- Experience of aligning organisational strategy into technology roadmaps
- Understanding of IT support or similar customer service
- Experience of supplier management, purchasing and negotiation
- Experience of project management and development techniques

Desirable
- Technology within charity sector experience
- Understanding of software development concepts and practices (including Agile delivery models)
- Experience with various operating systems (Windows, Mac, Linux) as well as a broad knowledge of email, browser/web and database technologies also an advantage
- Test management experience
- Reporting and analytics experience

Skills/abilities:

- Ability to lead other leaders to deliver results
- Ability to prioritise, drive projects and deliver results
- Ability to develop productive working relationships with other teams and managers
- Ability to remain calm and professional in challenging situations
- Ability to challenge poor performance
- Technically-minded
- Excellent communication at all levels
- Ability to solve problems, make quick decisions and to work in a proactive manner
- Ability to hold a good balance between detail and the 'big picture'

Christian commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

March 2019