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| JOB TITLE:**Head of Technology and Digital Development** |
| Department: Operations  |
| Division: Tech & Digital Development |
| Line Manager: Director of Operations |
| Contract Type Perm | FTE 1 |
| Salary Band £65,000 - £72,500 |
| Location:In line with contracts of employment all roles at Make-A-Wish are Reading based, however we operate a Hybrid working model and employees need to be comfortable travelling to Make-A Wish Reading hub at least twice per month at their own expense.  |
| Direct reports/Immediate relationships:Director of Operations|Head of Technology and Digital Development|Team of 5 Systems Administrators and Digital Product Specialists  |
| Core Purpose:To lead the development and delivery of Make-A-Wish UK’s Technology, Digital and Data plans, ensuring a fit for purpose infrastructure that supports the organisation’s growth strategy, while continuously improving in line with new technologies. |
| Key Responsibilities:* Leads the development of a multi-year IT strategy which supports the aims of the charity’s three-year business plan – develops, executes, and keeps up to date strategies (IT, Digital, Data) that delivers agreed outcomes.
* Manages IT related risks enabling the organisation to manage its operations and services safely and securely.
* Provides effective leadership and management to all those reporting to you, ensuring staff are motivated to deliver to their personal potential and add maximum value to the charity. Models leadership behaviours that will embed digitalisation across the charity.
* Manages relationships with stakeholders to deliver successful outcomes and effective representation of department and the charity where required.

**Strategic Planning and Development** * Leads in the development and delivery of a multi-year Technology, Digital and Data roadmap which supports the charity’s three-year strategic plan.
* Regularly reviews Make-A-Wish UK’s suite of technology products, services and suppliers in line with the market, to achieve best value for money.
* Develops and sustains excellent working relationships with internal and external stakeholders, working with teams to both plan and deliver.
* Achieves annual reductions in running costs and identifies opportunities for investment to support growth in income and wishes.

**Risk Management** * Manages technology, digital and data related risks enabling the organisation to manage its operations and services safely and securely
* Analyses and manages the organisation’s data governance, information security and cyber resilience
* Sets and maintains appropriate service levels to all internal customers
* Leads and reviews business continuity plans relating to technology, digital and data

Team Management and Stakeholder Relationships * Effectively lead, manage, motivate, and develop the team through regular supervision, appraisal, and performance management, to develop them to their full potential.
* Develop the digital capability of team members and the broader organisation in line with strategic and operational plans.
* Develop and sustain positive relationships with peers in the Extended Leadership Team who co-own the operational plan.
* Leverage the expertise of the Digital Advisory Group’s members to inform planning, delivery, team and personal development
* Act as 3rd line technical support by exception

Supplier Management and Partner Relationships* Work with new and current suppliers to achieve best value
* Maximise the benefit of Make-A-Wish UK’s work with a range of corporate partners who support the organisation with products, services and consultancy.
* Develop a network of Technology, Digital and Data professionals who will support the work of Make-A-Wish UK

Innovation and Change* To champion digitisation across the organisation, matching requirements to new digital products and the optimisation of current products.
* To harnesses data analytics and champion the role of data in planning and delivery
* To oversee delivery of the pipeline of major projects and continuous improvement initiatives, including integration into business-as-usual operations.
* To work with internal stakeholders to ensure benefits are realised in line with strategic KPIs.

As a Make-A-Wish colleague, you will also need to:* Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers.
* Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
* Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way.
* Attend organisational meetings, like symposiums and town halls.
* Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter).
* Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role.
* Actively listen to other people, particularly those with views that are different to your own.
* Embed the principles of our Equality, Diversity and Inclusion Charter within your role.
* Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives.
* Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns.
* Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc.
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| **PERSONAL PROFILE** |
| To be successful in this role you will need:Essential Criteria* At least 2 years’ experience of leading and managing a technology and/or digital department
* Experience of developing and implementing an effective technology/digital/data strategies
* Experience of effective systems architecture and re-design
* Experience of procuring technology products and services and managing suppliers
* Experience of delivering an end-user environment of more than 100 internal users
* Experience of identifying and successful implementing new technologies and digital products;
* Experience with a range of cloud-based service platform providers and managing in-house and outsourced managed services;
* Expert knowledge of digital and data IT security and governance requirements, including cyber security
* Ability to provide expert advice and reports to Board, Committees, and senior colleagues.
* Good knowledge, experience and understanding of programme and project management delivery including Agile;
* Experience of leading teams, motivating people to deliver goals, and people management best practices;
* Experience of communicating, negotiating, and influencing a wide range of internal and external stakeholders and partners;
* Experience of successfully managing departmental budgets in excess of £750k p.a.
* Experience of effective risk management including business continuity plans.

Desirable Criteria* Experience of digital and technology driving plans for growth in income
* Experience of working with a range of suppliers and pro-bono partners
* Experience of working as part of a senior or extending leadership team at organisational/directorate level

**List skills, knowledge and behaviours required for this role*** Comprehensive knowledge of existing and developing technologies, and how they can be applied to business;
* Data-led approach to decision making and operations management
* Management / administrator experience with Office 365, Microsoft 365 Admin, Azure cloud services
* Management and optimisation of Salesforce (preferably Non-Profit Modules).
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