

act:onaid Job Description and Person Specification

Job Title:	Head of Technology				
Job Family:	Head of Department				
Directorate/Cluster:	People, Finance and Operations	Unit/Team:	Technology		
Grade and Salary:	Grade F	Contract Type:	Permanent		
Location:	Global: Ideally Johannesburg, Nairobi or London	Budget Holder:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Reports to: (inc. matrix reporting)	Director of People, Finance and Operations				
Direct Reports:	Business Applications Architect				
Matrix Reports:	2 x Shared Service Technical Leads based in Nairobi and Kathmandu				
DBS (CRB) / Police Check:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>			
This role require travel	10%				
Role Overview:	<p>The Head of Technology at ActionAid International (known as the GS) is a diverse and complex role responsible for leading the technology direction, security and business management of the technology function. The role drives digital transformation, oversees IT operations for the GS and the global federation for platform, application and infrastructure delivery to ensure reliability, robustness alongside cyber, information and data security ensuring that these areas are aligned with business objectives and appropriate technology investment. The Head of Technology is a member of the GS International Leadership Team, acting as a strategic partner to the wider federation technology teams driving collaborative initiatives and solutions.</p>				

Areas of Responsibilities	Key Activities
Strategic Impact and contribution	<p>Strategic Leadership</p> <ul style="list-style-type: none"> Develop and execute an IT roadmap aligned with organisational growth and transformation goals. Lead modernisation initiatives, including cloud operations and automation, to enhance operational efficiency and system improvement. Champion the adoption of emerging technologies, including artificial intelligence. <p>Operations & Infrastructure</p> <ul style="list-style-type: none"> Oversee the design, maintenance and availability of cloud applications and servers. Use the GS helpdesk to manage and resolve technical issues for systems, applications.
System, Policies and Procedures and Product Management	<p>Cybersecurity & Compliance</p> <ul style="list-style-type: none"> Maintain security policies, standards and procedures to safeguard data, systems and personnel. Ensure compliance with industry standards (e.g. GDPR, ISO 27001) and maintain robust disaster recovery and business continuity plans. .
Issue Resolutions, Crisis/Risk Management	<ul style="list-style-type: none"> Implement robust risk management frameworks and compliance standards. The dynamic nature of this role requires a problem-solving analytical mindset with capacity to manage concurrent complex issues, incidents and risk.

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Areas of Responsibilities	Key Activities
Communications, Influencing and Coordination	<p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • Serve as a subject matter expert, providing advice and guidance to the International Leadership Team, Federation and Board. • Work with Federation IT Leads to support their objectives and advise on initiatives and integrations. • Translate complex technical requirements into actionable business outcomes.
People Management	<p>Team Management</p> <ul style="list-style-type: none"> • Manage and foster a collaborative engaging approach within the IT team and matrix managed personnel. • Promote continuous improvement and innovation within the team. • Hybrid Work Leadership able to manage and secure distributed and remote teams.
Other delivery on strategic/ functional priorities (Directorate-specific - maximum 5 KPIs)	<p>Vendor & Budget Management</p> <ul style="list-style-type: none"> • Own the technology budget, optimise resource allocation and manage relationships with third-party vendors and service providers to ensure quality, value and ROI. <p>Continuous Learning</p> <ul style="list-style-type: none"> • Stay current with emerging technologies (e.g., AI/ML, automation) to identify opportunities for increased efficiency and competitive advantage. <p>Sustainability</p> <ul style="list-style-type: none"> • Leading the transition to low-carbon delivery models and "green tech" practices particularly with AI innovation balanced against ActionAid's core campaigns.

PERSON SPECIFICATIONS	
Education and Qualifications	<ul style="list-style-type: none"> • A computer related or business management degree or equivalent experience. • Certifications (ITIL, PMP, CISSP, CISM) are desirable.
Essential Experience	<ul style="list-style-type: none"> • 8–12 years in a technology role with at least 5 years in a leadership or managerial role. • Experience in managing a diverse and distributed team globally would be an added advantage
Essential Knowledge	<ul style="list-style-type: none"> • Strong knowledge of software architecture, cloud-based services and cybersecurity frameworks.
Essential skills	<ul style="list-style-type: none"> • Strong leadership, strategic thinking, decision-making skills and ability to navigate complex environments • Exceptional stakeholder management and negotiation skills. • Ability to communicate complex technical concepts to non-technical audiences. • Advanced problem-solving and analytical abilities. • Strong budget management abilities with a focus on maximizing value for expenditures.
Language requirements	ActionAid's core language is English, other language skills are desirable such as Spanish and French.

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People Management Responsibility		
<i>Approximate number of people managed in total</i>		
1- Team members	Individual contributor, no direct responsibility for leading others.	Yes/ No
1.5	Act as mentor in a team and /or coordinating a team	Yes/ No
2- Team Leader	Coaches team members (at least three) in skills; leads, schedules, allocates and monitor's work	Yes/ No
2.5	Responsible for one team with its own and has another team reporting directly	Yes/ No
3- Team managers:	Directs more than one team	Yes/ No
	The positions direct multiple teams, each of which has a team leader in charge; determines team structure and roles of members	Yes/ No

This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organisational needs.

It is part of every staff member's responsibility to contribute to ActionAid International culture and comply with organisation's values and code of conduct. Staff are also committed to:

- Leading Innovation and Change** Establish a culture of excellence in respective team that values experimentation and continuous improvement.
- Feminist Leadership:** Championing feminist leadership principles and values including commitment to diversity and inclusion (race, gender, power)
- AAI Values Practice:** Ensure personal and team culture that demonstrates all of AAI values including Mutual Respect, Equity and Justice, Integrity, Solidarity with People Living in Poverty and Exclusion, Courage of Conviction, Independence and Humility
- Promoting a healthy and safe working environment:** ActionAid is committed to promoting SHEA and Safeguarding policies and values and has a **zero-tolerance** policy for any form of sexual exploitation and abuse to create a safe working environment for the staff.

LINE MANAGER:

DATE:

PEOPLE AND CULTURE:

DATE: