

TERMINI DI RIFERIMENTO

POSITION:	IT Head of Department
AREA:	Information Technology
PLACE OF WORK:	Save the Children Italia Onlus (Roma)
REFERENCE:	Resources and Organisational Development Director
MANAGEMENT RESPONSABILITY:	Si
COMPENSATION:	Gross salary (RAL) in a range of Euro 45.000- 50.000 according to the level of expertise and skills
BUDGET HOLDER:	Si
CSP:	1

INTRODUCTION TO SAVE THE CHILDREN:

Responsibilities:

We take personal responsibility for using our resources efficiently, achieving measurable results, and being accountable to supporters, partners and, most of all, children.

Ambition:

We are demanding of ourselves and our colleagues, set high goals and are committed to improving the quality of everything we do for children.

Collaboration:

We respect and value each other, thrive on our diversity, and work with partners to leverage our global strength in making a difference for children.

Creativity:

We are open to new ideas, embrace change, and take disciplined risks to develop sustainable solutions for and with children.

Integrity:

We aspire to live to the highest standards of personal honesty and behavior; we never compromise our reputation and always act in the best interests of children

CHILD SAFEGUARDING POLICY:

Save the Children Italy aims to be a child-safe organisation. Anyone who works with Save the Children Italy in whatever capacity must be made fully aware of the dangers of exploitation and abuse, above all of a sexual nature, that children face. Save the Children Italy will do everything in its power to prevent, report and respond to such problems. The highest standards must be adhered to at all times by the staff of Save the Children Italy and its partner organisations and their representatives when dealing with children, as outlined in this Child Safeguarding Policy. These standards apply to both the private and professional life of staff and anybody else who carries out whatever kind of activity for the organisation.

JOB PURPOSE

- To help define and implement our future technology vision and strategy with the goal of enhancing our impact for children through improving organisational efficiency and effectiveness, and supporting the delivery of our ambitious targets.
- To lead the Information Technology department ensuring all activity is aligned with the business objectives of the organisation and our business critical systems supported by technology are run effectively and efficiently.
- Ensure we are able to deliver strategic technology support to the organisation by developing value added technology partnerships.

KEY ACCOUNTABILITIES:

- Work with the RS Director to help define future vision and strategy for technology
- Explore and scope ways to work with SCI and other Save the Children organisations to improve overall organisational efficiency and effectiveness using technology
- Lead and manage the Information Technology department. Plan, coordinate, direct, and design all operational activities of the department
- Work closely with decision makers in all areas to identify, recommend, develop, implement, and support cost-effective technology solutions which can be leveraged across the organisation
- Help develop integrated business and technology strategies in conjunction with business leaders for:
 - Business process infrastructure including finance, programmes and HR systems
 - Supporter acquisition and relationship management
 - Fundraising solutions
 - Content management, storage and delivery
 - Workflow and document management
 - Knowledge management
 - Business intelligence
 - Online, internet, extranet, intranet and social media
 - Adoption, roll-out and strategic development of additional technologies including Sharepoint
 - Desktop and office environment including telecommunications
 - Technology infrastructure and architecture
- Optimisation of technology team resource, including business analysis, project management and delivery, applications support
- Make recommendations for alternative delivery models including in house, contract or outsourced (cloud versus non cloud) provision
- Identify and develop a range of key partnerships to assist in the delivery of the technology strategy

General:

- Manage IT staffing – including supervision, scheduling, development and evaluation
- Manage IT department operational and strategic planning, including business requirements, project planning, and organising the allocation of resources;
- Supervise IT Projects for area Manager and staff
- Establish and monitor KPIs, ensuring performance levels which satisfy business demand;
- Develop and review budgets for IT department and ensure they align with the goals, guidelines, and objectives of Save the Children
- Be responsible for management of the own IT budget, looking to achieve ongoing cost efficiencies;
- Establish and maintain regular written and in-person communications with the organisation's executives, department heads and users regarding pertinent IT activities

Operational:

- Set and monitor relevant IT standards and develop, propose, implement and maintain agreed IT policies and procedures
- Review and report on performance of IT systems to determine operating costs, productivity levels, and upgrade requirements and make recommendations for improvements of infrastructure and system where/when needed
- Manage bid requirements for all hardware and software upgrades, oversee negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements and manage the provision of these services
- Oversee provision of end-user services, including Helpdesk and technical support services.

Projects:

- Supervise the successful delivery and implementation of IT projects;
- Define and communicate project milestones, service level agreements, and resource allocation to executives, department heads, support staff, and end users;
- Provide effective project management tools, training and discipline to all IT projects in SC Italy;
- Provide a range of support, advice and guidance to the business in terms of developing, sourcing and upgrading of systems/communications and strategic application of systems.

EXPERIENCE AND QUALIFICATION:

- Experience Minimum 10-15 years in in a similar role or IT Supervisor/Manager level
- Strong customer focus, excellent stakeholder management and communication skills
- Strong delivery focus with specific area of expertise in developing, shaping and aligning Business Strategic Vision
- Proven track record in delivering major technology projects, across a wide spectrum of business requirements - efficiency gains, infrastructure changes and people initiatives
- Good organisational change ability supported by strong technology background ideally within both public and private sector, and in NGO's context
- Substantial practical experience in dealing with information systems with an in-depth knowledge of the latest information systems and technology and their practical application
- A proactive approach to seeking improved ways of doing things, suggesting technology or systems solutions to perceived business needs
- Strong inter-personal and influencing skills – the ability to work with a wide range of people at all levels and with negotiation skills in order to ensure the right outcomes for Save the Children overall, both within the organisation and across the Save the Children family
- Be able to understand the challenges and opportunities facing Save the Children in financial terms so as to be able to contribute and engage with the various departments
- Credibility and the ability to establish confidence and respect – both internally and externally demonstrated through superior communications skills
- A commitment to Save the Children's Vision, Mission and Values