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| **ROLE PROFILE** | SCI Logo |
| Position Title:  | Head, Global IT Operations |
| Position ID: | TBC |

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| **Team** | IT | **Grade** | M4 |
| **Reports To (Title)** | Director of Information Security & Data Protection | **Contract Length** | Permanent  |
| **Location** | Any existing SCI office location in the region where this role is based | **Time-zone** | Asia, ESA, LAC, MENAEE, WCA |
| **Languages** | English | **Headcount** | 1 |

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| **Team and Job Purpose** |
| **Team purpose**To ensure technology across the SCI is delivered in a safe, secure and effective manner, empowering staff and supporting SCI's mission to inspire breakthroughs in the way the world treats children and achieve immediate and lasting change in their lives. This role will be pivotal in driving IT compliance, promoting child safeguarding, and enhancing the overall IT capabilities of the organisation.**Role purpose**The role holder is accountable for leading a team of regionally based leads, who are responsible for leading and driving the safe and secure consumption and delivery of global technology services and business solutions, setting direction to all field/country office IT staff and acting as the key link between regions, countries and Centre. The role holder will act as the Technology Business Partner and, in conjunction with their team, provide point of contact for the Regional Director and senior management team and Country Directors in the provision of technology to deliver high quality programmes for children. The role holder is accountable for ensuring all global technology services consumed through country/field offices are fit for purpose, and technology services provided by Country Offices are fit for purpose and comply with IT Standards, Policies and Procedures as laid out in the SCI Quality Framework. The role holder will also oversight the global Centre IT Technology Hubs ensuring the staff are appropriately supported and facilities provided to enable to deliver effective servicesIn the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly.The scope of the role includes:* To ensure all CO’s deliver safe, secure and effective IT services.
* Ensure CO technology services are complaint with COOM and applying appropriate escalation to CO/RO and Centre leadership where required to achieve compliance.
* Working with the Global IT Leadership to provide reliable, scalable IT services to all SCI countries & members that consume global technology services to agreed standards.
* Ensuring level 1 and 2 support and maintenance of all operational systems are delivered to SLAs and KPIs to the countries including user IT devices such as laptops and mobile phones.
* Technology business partner to Regional and Country leaders, with focus on helping them understand how to use technology to deliver high quality programmes for children.
* Effective Oversight of Regional and Country Infrastructure including telecommunications networks, Field technologies, IT Security and Data Protection ensuring all Co’s are meeting the security standard and fully compliant with all aspects of Data Protection.
* Ensuring appropriate employment support and facilities are provided for staff at Centre IT Tech Hubs from Centre and CO
* Ensuring new Technology 4 Development and business simplification Process Initiatives get the required approval and T4D Catalogue is kept up to date.
* Supporting the delivery of global priority projects in regions and countries, in line with any agreed PMO plans as well as regional projects which are approved by RD and CIO
* Technology and Brand Advocate, including speaking at Technology/NGO conferences.
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| **Principal Accountabilities** |
| * To ensure IT across regions is delivered in a safe, secure and effective manner.
* Ensuring all COs and regional offices comply with the IT Controls as laid out in the Country Office Operating Model. Where any risk is identified, hold RDs/CDs to account for the delivery of the remediation plan to agreed timelines.
* Leading a global IT Operations team to provide effective oversight, support and direction to all regional & country office IT staff.
* Ensure Child safeguarding, personal safety and security and protection of sensitive digital data is foremost in all activities.
* Supporting Global Director of Information Security and Data Protection to ensure effective Risk Management & Information Security processes are in place and adherence to IT policies and standards
* Capacity-building through coaching, training and mentoring the technology staff within the regions to continuously improve their personal and team performance, and staying updated on IT guidelines, standards, policies and strategy.
* Coordinating IT needs during emergency operations where required.
* Working with IT service and solution leaders (applications, user devices, Enterprise and field technologies) to develop appropriate regional and country service strategies and sourcing arrangements, which collectively help deliver the overall SCI IT Strategy.
* Adhering to global ‘service management framework’, based on ITIL industry standards and tools, with focus on effective incident, problem and change management across centre, regional and country IT staff
* Maintaining supplier management process for regional and country IT suppliers, working with procurement to ensure alignment and adherence to SCI Technology Minimum Requirements.
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| **Budget** |
| Direct budgetary responsibilities in the order of $500k per annum, with a broader indirect influence over country IT spend, estimated at a further $3-5000k p.a. |

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| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: 5 direct reports spread globally and dotted line responsibility for c. 50 country IT leaders.Manager of a team: YesTeam Manager (manager of multiple teams): No |

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| **Size of Remit** |
| Global |

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| **Travel Requirements** |
| International travel required: YesPercentage of required for travel: 20% |

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| **Key Relationships** |
| **Internal (excluding direct team and manager)*** TDIT SLT
* Country SLT
* Global Enterprise Technology Team
* Global Application Services Team
* PMO Team
* Information Security Team

**External*** Members
* Core Technology Vendors
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| **Competencies** |
| * Cluster: LeadingCompetency: Leading and inspiring othersLevel: Leading EdgeBehavioural Indicator: Creates a culture in which people strive for excellence and continuous improvement.
* Cluster: LeadingCompetency: Developing othersLevel: Leading EdgeBehavioural Indicator: Develops a culture of learning by encouraging people to take time for reflection and development.
* Cluster: ThinkingCompetency: Problem-solving and decision-makingLevel: Leading EdgeBehavioural Indicator: Anticipates risks and considers the impact of various solutions.
* Cluster: ThinkingCompetency: Strategic thinking and innovationLevel: Leading EdgeBehavioural Indicator: Encourages bold and innovative ideas to drive the organisation forward.
* Cluster: EngagingCompetency: Working effectively with othersLevel: Leading EdgeBehavioural Indicator: Fosters an environment where the team can produce its best results by leveraging individual strengths.
* Cluster: EngagingCompetency: Communicating with impactLevel: Leading EdgeBehavioural Indicator: Influences others through compelling communication and skilled knowledge sharing.
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| **Experience and Skills** |
| 1. Substantial experience of working at regional IT leadership level, preferably working with IT service and project delivery teams in a ‘matrix’ organisation working in remote, inhospitable and insecure environments managing regional IT staff and suppliers.
2. Familiar with all day-to-day aspects of managing the IT needs of an organization, with familiarity of MS365, MS Windows, MS Office Products, Servers, LAN/WAN infrastructures and cybersecurity.
3. Demonstrable and good interpersonal skills with the ability to communicate and negotiate clearly and effectively at all levels, taking into account cultural and language difficulties. Tact and diplomacy are essential as is the ability to speak fluently.
4. Outstanding business partnering & communication skills, both written and verbal, to effectively collaborate with diverse teams and stakeholders with focus on helping them understand how to use technology to deliver high quality programmes for children.
5. Considerable experience in Technology “Governance” developing and implementing IT policies, procedures, and best practices.
6. Ability to manage multiple projects, ensuring timely delivery and prioritising tasks effectively.
7. Significant experience of implementing IT service management processes and tools, in accordance with recognized industry standards such as ITIL.
8. Experience of working in a fast-paced environment with quick turnaround times with ability to resolve complex service issues, with a balance of pragmatism and rigour whilst delivering to the highest standards.
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| **Education and Qualifications** |
| **Essential*** Bachelor's Degree in Computer Science, Information Technology, or a related field: Equivalent experience may be considered in lieu of formal educational qualifications.
* Continuous Learning: Proven track record of engaging in continuous professional development to stay current with industry trends and best practices.

**Desirable*** ITIL Certification
* Relevant professional certifications (e.g., Microsoft Certified: Azure Solutions Architect, AWS Certified Solutions Architect, etc.) are highly desirable.
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| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.Level 2: *either* the role holder will have access to personal data about children and/or young people as part of their work; *or* they will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore, a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |

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| **Diversity, Equity and Inclusion and Equal Opportunities**  |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.   We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.  Reasonable adjustments will be made should any candidate invited to interview require this.     |

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| **Version Control and Approval** |
| Version | Date | Author | Reviewer | Approver |
| «Version» | «date» | «Author» | «Reviewer» | «Approver» |