

Job Title:	Head of Information Systems
Department:	Services and Operations
Location:	London
Reports to:	Chief Operating Officer
Line Management responsibility:	1 x ICT Manager (who manages a wider team)
Budgetary Responsibility:	Yes
Child safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

To lead the Information Systems department and align department strategy with organizational strategy, including driving through significant change with the implementation of a global Enterprise Resource Platform (ERP).

To have oversight of all aspects of the technology portfolio to transform the Information Systems function into a business enabler. To lead the development of **ERP Systems** (Finance, CRM, HR, Project Management, SharePoint, Web), Business Intelligence, Cloud Computing and driving technology inspired change across the wider organisation.

Key Accountabilities:

Leadership and Strategy

1. Develop and deliver an international IS strategy to meet the current and future needs of Muslim Aid, overseeing the implementation of key business systems in line with organisational aims.
2. Manage and direct the overall IS function and build capacity overseas in country offices. As such, lead all aspects of the system life cycle (define, design, procure, decommission, migration, go live, early support, phased improvements)
3. Develop a programme of IT change overseeing all technology roadmaps and monitor them driving delivery according to established goals
4. Specifically lead the design and development of a new CRM (Dynamics) meeting multiple stakeholder needs (Fundraising, Marketing, Programmes, Institutional Funding etc.)
5. Devise and establish IT policies and systems to support the implementation of strategies set by the executive team.
6. Analyze the business requirements of all departments to determine their technology needs
7. Purchase efficient and cost effective technological equipment and software
8. Inspect the use of technological equipment and software to ensure functionality and efficiency

9. Identify the need for upgrades, configurations or new systems and report to upper management
10. Coordinate IT managers and supervise computer scientists, technicians and other professionals to provide guidance
11. Control budget, report on expenditure and build relationships with vendors creating cost-efficient contracts
12. Formulate annual work plans to drive the work of the department in line with agreed objectives.
13. Liaise directly with the executive board and be accountable for the performance of the ICT function.
14. Deputise for the Chief Operating Officer on a rotational basis with other Heads of Department in the Service & Operations Directorate

IS Services

1. Ensure the Service Desk operates at a high level and delivers excellent customer service to all staff both here in the UK and overseas.
2. Act as senior adviser to the Chief Operating Officer, Directors and Senior Managers with expert advice on all technology related matters and UK information laws.
3. Adapt, refresh and increase the diversity of the workforce to ensure the continued successful achievement of effective service delivery
4. Maintain and update appropriate organisational registers, policies and procedures. Guides management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values

International IS

1. In addition to the above, the Head of IS needs to devote regular time to country office needs including guidance to international data structures, information flow, business processes and local system requirements.
2. Advise and support Country Directors and country teams on operational and strategic ICT needs.
3. Facilitate sharing of best practice to promote aligned ICT practices, balanced with localised needs and legal obligations.
4. Advise the COO in relation to enterprise challenges/issues in the field and suggest suitable options

Other

1. Comply with all policies, procedures, legal and regulatory requirements
2. Maintain and store records in line with MA document management and IT policies
3. Promoting Muslim Aid's vision, mission and values, and act as an ambassador and role model at all times
4. Proactively foster a culture in which Islamic principles, values and approaches which are adopted by Muslim Aid are consistently respected, applied and complied nationally and internationally.
5. To attend networking events and other events to promote the work of Muslim Aid and enhance visibility.
6. To undertake any other duties commensurate with the accountabilities of the post.
7. To be responsive to evolving organisational needs and support any reasonable task within and beyond usual remit, as required.

Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Educated to Bachelor's degree level.	Essential	Application
Holder of a professional qualification in a relevant field demonstrating competencies of core concepts in e.g. ITIL, COBIT, TOGAF, PRINCE2, Agile/Scrum	Essential	Application
Experience & Knowledge:		
Significant post-qualification experience of managing and leading a complex ICT function in an international organization, within a matrix structure	Essential	Application and Interview
Experience of developing and establishing strategies and work plans which help to deliver the wider organisational objectives, in relation to ICT management and development.	Essential	Application and Interview
Experience in the international development and humanitarian sector.	Essential	Application and Interview
Experience of managing a team motivating and directing and effective performance management.	Essential	Application and Interview
Experience of working within a faith-based contexts.	Desirable	Application and Interview
Significant knowledge of change management and stakeholder engagement	Essential	Application and Interview
Excellent financial and resource management, which enables strategic goals to be achieved within budgetary constraints.	Essential	Application and Interview
Skills & Abilities:		
Ability to travel to field offices and humanitarian events globally.	Essential	Interview
Strong and seasoned analytical and problem solving skills, with the ability to think creatively and laterally.	Essential	Interview
Ability to prioritise and work efficiently under pressure and subject to changing priorities.	Essential	Interview
Highly organised with proven experience of managing multiple projects, meeting deadlines.	Essential	Interview
Demonstrated skills in networking which lead to positive relationships with external bodies.	Essential	Interview
Ability to guide a diverse team towards achieving key performance indicators and organisational strategy.	Essential	Interview
Good interpersonal and communication skills and ability to liaise effectively with people at various levels.	Essential	Interview
Good team work skills with the ability to work with different and sometime conflicting agendas.	Essential	Interview
Ability to analyse and assess complex situations and develop policies.	Desirable	Interview
Commitments:		
Commitment to Muslim Aid's mission, visions and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below :	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts
Communication	The ability to listen, express and communicate information effectively
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals
Results Focused	Getting the job done in an efficient way through effective time, task and financial management
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		Employee Name:		Date:	
Line Manager signature:		Line Manager Name:		Date:	