

Job Description

Job Title:	Digital Transformation Manager
Grade and Salary:	Grade E, competitive salary
Contract:	Permanent
Location:	Secretariat, London
Department:	Finance Operations and Support Services (FOSS)
Responsible to:	Head of Operations
Responsible for:	IT and Facilities Assistant, IT Volunteer (to be appointed)
Matrix Manage:	HR & Operations Administrator

Relations with Others: There will be a need to work closely with staff across all regional and country offices particularly with IT contact person in international offices and senior managers to ensure that all the considerations of the digital transformation are consulted on and implemented effectively.

In addition, you will need to have positive relations within the HelpAge Network including the IT and Facilities department of Age UK. Manage relationships with external providers and software developers.

Job Purpose

Leading on an organisational technology change programme, globally. Technical Project Management to lead on the design, development & rollout of technological solutions that supports a global working model operating within cloud programmes including office 365; ensuring successful migration to SharePoint and development of the Office 365 platform.

Ensure appropriate IT infrastructure is acquired and deployed to provide IT services globally, reflecting the challenges within the different locations by leading and delivering digital transformation projects, tools and solutions.

Develop automation solutions for manual systems to improve efficiency and ability to operate in geographical scattered operational and management teams.

Develop strategies to encourage users to use new technologies for streamlines, shared and efficient way of working.

You will have overall accountability for the successful delivery of all technology work streams and ensuring they are understood at an operational level within the organisation, whilst maintaining day to day performance. Due to the nature of the post, there is a requirement for global travel.

Job Responsibilities and Key Tasks

- Ensure successful planning and deployment of Office 365 development programmes.
- Control ICT project schedules to ensure that infrastructure improvement plans are completed on time and on-budget, according to the project plan.
- Develop and organisational digital transformation strategy to ensure there is an organisational understanding of digital development with clear objectives and timelines
- Take ownership of the ICT policies and ensure they are developed, maintained and implemented to ensure organisational compliance
- Support international offices to develop practical solutions around technical issues; reflecting that they have primary responsibility for their own systems, licensing, back and security whilst ensuring organisational legal compliance is maintained.
- Manage the IT Help Desk to improve customer experience of current systems and identify opportunities for improvement
- Ensure that users are able to adapt to new technology and optimal use of software to improve efficiency and effectiveness through the managing of training and practical support
- Exceed stakeholder expectations through the application of stakeholder and change management disciplines.
- Display advanced planning & organisation skills in a technical environment.
- Maintain an up-to-date working knowledge on relevant ICT developments and providing strategic direction, recommendations and guidance
- Ensure the cost-effective purchasing of IT hardware, software and support services
- Manage supplier contracts by ensuring robust service level agreements are in place and managed effectively to provide best value for money for HelpAge International.
- Ensure that global solutions developed remain cost effective
- Take responsibility for the construction, monitoring and management of the IT budget
- Identify funding opportunities for ICT development and support in the development of funding applications
- Manage, performance review and support the training team members
- Undertake and other duties commensurate with the nature of the post.
- Willing to travel internationally to HelpAge International offices to assess and support on ICT infrastructure.

Skills:

- Should possess strong knowledge on Microsoft **Office 365**, particularly in relation to development and roll out.
- Previous hands on Technical Project Management experience within a complex environment.
- Strong knowledge of infrastructure technologies such as Microsoft Cloud (**Office 365** / Azure) Networking, Data Centres, hardware, and Integration.
- A strong ability to influence business stakeholders.
- Capable of effective resource management (incl. prioritising, delegating, & mentoring)

Qualifications & Experience

- University degree in Information Technology is preferable.
- Project design and management qualification Prince 2 or Agile

- Experience deploying **Office 365**
- Strong communication skills.
- Strong analysis and problem-solving skills.
- Strong planning and organizational skills
- Agile software development
- Understanding of lean principles
- Integration and risk management
- Systems analysis and design techniques
- Quality assurance methodology and Inspections
- Technical standards and deliverables
- Previous experience of global transformation is beneficial