



Job Profile: Director of Technology and Digital Transformation

Christians Against Poverty is a dynamic and growing mission with a strong vision, award winning culture and passionate workforce. CAP exists to inspire and equip churches across the UK to help people out of poverty and we do this through amazing services such as our debt advice, CAP Money courses, Life Skills courses and Job Clubs. We have developed highly effective expertise to break into the hellish mix of poverty, isolation, chaos and severe stress, delivering hope, peace, and freedom through our compassion and technical excellence. Due to our debt help work, we are authorised and regulated by the Financial Conduct Authority and are required to meet high regulatory standards.

Working at CAP is exhilarating as we see thousands of people freed from debt and connected with a loving community. We have a huge, collective ambition to see people's lives transformed, to see the church across the UK equipped and thriving and see people freed from grip poverty.

CAP's work in the UK is delivered through nearly 400 head office staff in Bradford who serve the frontline teams and volunteers that make up a vibrant network of around 600 community franchise centres. CAP UK, as the founding organisation, also supports and equips CAP affiliates growing in Australia, New Zealand, Canada, and America.

CAP lives out the belief that culture eats strategy for breakfast (though we're pretty keen on strategy too, so we have that for lunch). We invest in and seek to thoroughly integrate our core values into who we are and how we do what we do. To join CAP is to commit to growing with us into being more Christ centred, generous, passionate, united, compassionate, fun, excellent and courageous.

The role of the Director of Technology and Digital Transformation, reporting into Jon Day our COO, is a critical one, particularly at this time in leading the digital transformation of our flagship debt service. We are looking for a Director to provide the sophisticated and inspiring leadership required to take our services to the next level.

'You'll be known as those who can fix anything, restore old ruins, rebuild and renovate, make the community liveable again.' (Isaiah 58:12)

Context:

The UK, emerging from the Covid-19 pandemic, has huge needs. We expect poverty, hunger and indebtedness to grow. We expect churches to respond and be moved to meet this need. Over the coming years CAP's services will need to scale and respond to meet this growing need. In particular, our flagship debt service needs re-imagining for this new era. We now need a Director of Technology and Digital Transformation to bring strategic leadership to this work.

God has given us a mandate to inspire and equip churches across the UK to help people out of poverty and see them become followers of Jesus. If your heart and passion is for this, come and join us.

Purpose of the role:

The role is to work closely with the COO and Core Team to agree our strategy for digital transformation. The post holder will bring strategic leadership in the areas of technology provision and digital business transformation. This role exists to transform the way CAP operates: be that in future systems, tooling, processes, or ways of working.

In particular this role will plan a major leadership role in the transformation of CAP's flagship Debt Service. We expect the demand for this service, from church partners and clients, to grow substantially post-covid, and we are underway with a major transformation programme for our debt service. Digital will be at the heart of this transformation process.

Passion:

We are looking for a candidate who is passionate about the church reaching out with good news and hope to those living in poverty. Someone who will bring their unique skills in digital or tech backgrounds to improve, and at times transform, the way we serve our church partners and our clients.

Personality:

The technology team is a fast moving team, who embrace learning, change and love technology that can help people do their jobs more effectively. We are skillful, experienced, humble and passionate about what we do.

This is not a role focussed on being hands on with the technology... we have great people who do that already. This is a role focussed on the engagement with CAP's wider strategy, its most senior stakeholders, and on delivering CAP's ultimate purpose and vision.

Role:

Accountabilities:

Vision and Strategy

- Work with the Core Team to create and deliver the strategy for CAP UK and CAP international's use of technology.
- Provide overall strategic direction and leadership to CAP UK in all areas of Technology and Digital transformation
- Provide strategic direction and support to CAP International by means of systems provision, advice on technology direction and support for core CAP systems

Transform and Embed

- Sponsor transformation work, ensuring strategic alignment, supplier management, and excellent change management.
- Assess, start up and prioritise decisions and projects to ensure alignment of Technology to strategy

Run and Develop

- With full awareness of the many needs of CAP - seek to lead/manage both the supply side of CAP's technology provision and the demand and expectations from the charity, such that the gap doesn't create critical issues, and the relationship of the rest of the charity with Technology is a positive one.
- Develop Heads of technology, team managers and senior technical roles as leaders of their functions, ensuring development plans in place and succession planning is undertaken
- Oversee the financial aspects of Technology, including major purchasing decisions and budgeting
- Ensure IT policies and procedures are in place, including those for architecture, security, disaster recovery, standards, purchasing and service provision.
- Ensure oversight is in place for the management of servers, security solutions, network hardware and equipment, telecommunications.
- Ensure CAP teams receive a high quality, generous service from the Technology team.
- Maintain great internal customer satisfaction (both for head office users, and frontline workers in churches).

Core Team

- Provide charity wide leadership as and when required
- Be a leader in CAP's cultural values
- Provide a senior voice into key strategic decisions for the charity
- Work effectively with other Directors to ensure the overall charity strategy is achieved

Measurable Outputs:

- Long term strategies produced and signed off by Core team and Board that reflect senior leadership priorities and choices
- Provide reliable service from all IT systems
- System development and project deadlines are met in line with charity growth
- Maintain effective budget controls for Technology

Other responsibilities include

- Being willing to pray with staff
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

Person:

Education:

- Degree in business management/administration or computer science or any other equivalent education or experience

Experience:

- Essential
 - Experience of facilitating and creating long term strategy
 - Experience of leading transformational change across an organisation
 - Experience of leading teams to meet key objectives or targets.
 - Experience of providing strategic leadership in a technical or transformational role within the last 5 years.
- Desirable
 - At least 5 years previous leadership and management experience at a senior level.
 - Experience of product design/development and UX principles

Skills/Abilities:

- A proven leader who can inspire, influence and deliver results.
- A strategic thinker with a great level of organisational awareness.
- Ability to build teams and create an environment of trust, loyalty and fun.
- Ability to clearly communicate complex information.
- Ability to sponsor programmes of change to ensure high quality delivery, within budget and time constraints.
- Able to hold a good balance between detail and the 'big picture'.
- Creative thinker and able to challenge the status quo.
- Good strategic insight and understanding of organisational aims.
- High emotional intelligence
- Mature approach to senior level teamwork, with a positive attitude towards collaborative working.

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.



CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

January 2022