

Head of Technology

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.

An introduction to CAP

Christians Against Poverty is a dynamic and growing charity with a clear vision, award-winning culture and passionate workforce.

Our vision for the future is “Transformed Lives. Thriving Churches. An end to UK poverty”.

We exist to equip the local Church to reach out into communities and to serve those in need. Our highly effective collection of services enable us to break through the crippling spiral of poverty, isolation and stress that impacts so many across the UK.

In its place, we deliver hope, peace and freedom through our excellent and compassionate services. We offer debt advice through our network of Debt Centres, assistance finding employment through Job Clubs, and valuable tools for living through Life Skills and CAP Money training.

By offering these in partnership with the Church, we also see hundreds of people a year responding to Jesus and finding belonging in a church family.

We also integrate our values into who we are and how we work. To join CAP is to commit to growing with us into being more Christ-centred, compassionate, united and passionate.

This is a chance to join CAP at the start of a significant new chapter. We are modernising our flagship debt service to:

- improve our offering to church partners,
- increase client empowerment and
- make our services scalable.

The need in the UK for debt counselling is already great, and growing further. This means re-imagining our service design, our processes and the IT systems that support our work. CAP is looking to introduce new technologies alongside significant system redevelopment, and we'd love you to consider joining us to be part of this journey ahead.

An introduction to the Tech team

We are passionate about using our technical skills to provide excellent solutions and generous support. Remote workers are made to feel part of the team with all team meetings online and designed to enable contribution and collaboration. We are excited to open our new Head Office space in October 2022, with spaces provided to relax and get to know other staff over lunch or during breaks.

The Tech team has been growing with a mix of permanent staff, contractors and specialists. We are growing the number of product teams that between them manage over a dozen systems used by nearly 400 head office staff and 1000s of frontline workers and volunteers that make up our vibrant network of over 600 church-based centres. We also support and equip our expanding affiliate organisations in Australia, New Zealand, Canada and America.

A few years ago we agreed on these five expressions of who we are and what we do in the Technology team, “Generous Support”, “Excellent Solutions”, “Trusted Partners”, “Example Setters” and “Passionate about applying Tech”. We adopt an agile, collaborative approach to systems development, aiming for daily deployment of high quality, secure, maintainable code that is tested, well documented and in line with the latest standards and best practices.

Across CAP, there are plentiful opportunities for team time and refreshment. These include fun ‘Revive Days’ and regular staff meetings and conferences - remote workers get to attend in person, expenses paid. There is also daily time for spiritual reflection, worship and prayer.

CAP UK Technology
September 2022

Context

Christians Against Poverty has helped tens of thousands of people to break free from debt and poverty over our first 26 years. Thousands have seen their lives change forever by being introduced to Jesus Christ. We have major plans to modernise the way we work through our award-winning CAP debt centres, job clubs, life skills and CAP Money training. As the UK emerges from the pandemic, into the cost of living crisis, we want to invest significantly in Technology to support our core purpose to inspire and equip local churches to help people out of poverty and see them become followers of Jesus.

Our technology landscape is a mix of internally developed bespoke web-based applications as well as off-the-shelf products and core productivity systems.

We are undertaking a Debt Service Transformation programme over the next 18 months which is designed to lead the charity into the next 26 years, with technology being an enabler of that transformation.

Purpose:

The role of the Head of Technology is to lead our technology teams across the support, development and maintenance of CAP's systems.

This role is a leadership position in the IT team, reporting to the Director of Technology, and will play a key role in recommending and forming technology strategy and plans as well as taking the lead on day to day delivery and service. You will also act as a senior business partner to the part of the organisation aligned to your team.

Passion:

We are passionate about using our technology to provide the CAP family with generous support and excellent solutions. Through this, we enable our staff and partner churches to serve our clients better and help deliver CAP's vision to see the UK church serving and including those most in need.

Personality

We are an adaptable team operating in a fast-changing environment. We love technology and helping people do their jobs well. We care for each other and love playing our part in the energising CAP culture. Role:

Accountabilities:

- Overall responsible for the technology solutions across your organisational area, including both the live services and the technology roadmap for their evolution.
- Lead the team, centred on Jesus and keeping CAP's distinctive culture, values and spiritual life
- Build strong, healthy relationships with senior leaders and partners/ suppliers across the UK and Internationally
- Manage the teams (internal and external) to ensure excellent stewardship of resources and delivery of value to the charity

Job Profile: Head of Technology, Technology department

- Work with product and departmental leads to develop and maintain 5-year product roadmaps that include technology - ensure the team has the budget and resources to deliver these well
- Manage technical risk and debt across the products
- Bring best practice thinking, to ensure we are using the best approaches and continuously review and improve where necessary. In areas including Infrastructure Architecture; Continuous Delivery and Integration; Deployment; Security; 3rd-level Support and Test automation.
- Collaborate with the core team and other stakeholders to ensure our technology meets the strategic needs of CAP UK and takes into account the direction of CAP's international affiliates.
- Work closely with Enterprise Architecture in decision-making on the most appropriate technical solutions and products - based on overarching strategic direction.
- Provide technical leadership on large-scale cross-departmental projects.
- Provide technical leadership to organisation-wide strategic plans and departmental direction for the IT team.
- Stay up to date with developments in technology and IT best practices to apply across the teams.
- To work with the Technology leadership team to ensure adequate disaster recovery and business continuity plans are in place to ensure continuity of bespoke IT systems.

Measurable outputs:

- External and internal customer satisfaction targets for UK and International
- System availability and stability
- Staff weekly pulse survey, PDP completion and follow-through, annual satisfaction survey, staff turnover, sickness, succession plan targets and the wider development team partner/supplier equivalents
- System security certifications, dependencies, applications, platforms and languages maintained to an agreed standard
- Agreed budgets and control expenditure
- Define and measure appropriate KPIs and SLAs across the team, with demonstrable improvements toward an agreed standard
- Define and measure value across the teams to ensure excellent stewardship of resources and return on investment

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other responsibilities include:

- Being willing to pray with staff and be fully engaged with our Christ-centred culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.

Job Profile: Head of Technology, Technology department

- Attendance at annual CAP staff conferences
- Completing all compulsory CAP training within given timescales.
- 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.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person

Education:

- Degree level or equivalent vocational training

Experience:

- Essential
 - Experience of working as part of an IT Leadership team, helping to define strategy through to delivery
 - A proven track record of driving change to process, service and systems for complex organisations through the effective use of technology
 - A great communicator with outstanding influencing skills
 - An excellent leader of people, with experience of having built teams and improved capability
 - Experience of working with third parties, including through procurement and selection processes
- Desirable
 - Experience in leading Agile / Product based teams
 - Experience in leading software development teams
 - Experience in Technology Operations
 - Experience of having managed budgets across internal and external expenses
 - Experience of having implemented best practices across technology teams
 - Experience in Information Security best practices
 - Extensive experience in Cloud Infrastructure and related technologies
 - A strong passion for infrastructure as code and associated automation and provisioning tools
 - Charity sector experience.

Skills/abilities:

- People management including empathy, integrity, humility, leading other leaders to deliver results, challenging poor performance, recruiting and coaching
- Create a vision and inspire others to achieve it
- Translate strategic priorities into clear outcomes, key results and objectives
- Great communication skills, with the ability to keep key stakeholders informed on product plans and development progress, as well as providing direction to members of the design and development teams
- Resilient and able to work calmly and professionally, under pressure and in challenging situations
- Moves towards and takes ownership of issues. Fast reactions and structured, no-blame responses to incidents. Integrity and assertiveness leading on complex/business critical issues

Job Profile: Head of Technology, Technology department

- Builds strong, healthy and productive working relationships with other teams and managers
- Excellent influencer
- Thoroughly self-motivated and proactive, enquiring and resourceful
- Solve complex problems, numerate, analytical, and make quick decisions
- Relaxed and capable in 'the detail' and the 'big picture'
- Strong planner, managing expectations with stakeholders and meeting multiple deadlines
- Knowledge of all relevant legislation and regulation
- Understand complex technical scenarios and provide clear guidance to manage risks.

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 their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

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