

Global Alliance for Improved Nutrition

Job title:	Head of Digital, Data & Technology
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Classification:	Grade 7	Direct reports:	1 - 5
Work location	New Delhi, India or Nairobi, Kenya	Travel required:	5%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Working with governments, businesses and civil society, we aim to transform food systems so that they deliver healthier diets for all people, especially the most vulnerable.

Headquartered in Geneva, Switzerland, GAIN has offices in countries with high levels of malnutrition: Bangladesh, Benin, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, Rwanda, Tanzania and Uganda. To support work in those countries, we have representative offices in the Netherlands, the United Kingdom, and the United States.

At GAIN, we believe that everyone in the world should have access to nutritious, safe, and affordable food. Today, one in three people - drawn from nearly every country on the planet - are unable to consume enough nutritious food. We work to develop and deliver solutions to this daily challenge.

DESCRIPTION
<p>Overall purpose</p> <p>GAIN is seeking an exceptional candidate to consolidate its digital, data and technology improvements over the last few years and to achieve innovation alongside value for money whilst maintaining high levels of system integrity and data security.</p> <p>The overall purpose of the role is to ensure GAIN has the digital, data and technology environment, governance, project coordination, supplier oversight and risk management it needs and can afford.</p> <p>The appointee will lead the transition to a strategically-aligned function that can position GAIN to exploit emerging opportunities in data, analytics and AI.</p> <p>The role requires working closely with strategic technology partners and outsourced service providers and leading a small internal team to ensure that the core focus remains on strategy, governance and transformational change while day-to-day operations and 'business as usual' are also managed effectively.</p>
<p>Tasks and responsibilities</p> <p>Digital, Data and Technology Strategy</p> <ul style="list-style-type: none"> • Create a shared vision for this strategy and the global technology infrastructure, software and platforms that meet business needs and are cost effective • Advise the SMT on best practices, investment, value for money, user requirements and new initiatives that can drive business improvement

Global Alliance for Improved Nutrition

- Continuous innovation and deployment of value for money solutions that enable transformational change and meet the needs of geographically dispersed staff
- Lead and support the deployment of AI to benefit GAIN's projects and operations

Business Plan Development and Implementation

- Define and manage the technology stack
- Coordinate budgets and delivery and manage them effectively
- Develop and apply a standard process for systems project development and implementation
- Work with outsourced support services and contractors to ensure quality and value for money; and agree a set of SLAs

Strategic Outsourced Services

- Provide strategic oversight and management of outsourced support services and contractors to ensure the reliable, accessible, and secure delivery of 24/7 infrastructure and service across 16 countries, aligning with agreed SLAs.

Cyber Security and Data Protection

- Accountability for GAIN's global cybersecurity posture, data protection compliance (e.g. GDPR), and the continuous assurance of business continuity and disaster recovery plans.
- Ensure GAIN is abreast of, manages and mitigates data, systems and technology- related risks
- Maintain overall responsibility for data, digital and technology security, data protection, disaster recovery and business

Data Strategy and Technology Enablement

Provide accurate and timely data for HR, Finance, and other functions to support:

- Management decision-making
- Budget modelling and workforce planning
- KPI reporting for the Board
- Project management and donor reporting

Lead and support the Data Manager to:

- Establish a shared vision for systems and metrics for data users and generators
- Ensure alignment and integration of systems across different owners
- Implement clear and effective data governance
- Prepare organisational data to be 'AI ready'

People and Team Management

- Lead and manage the digital, data and technology team
- Ensure digital, data and technology projects are well designed and follow good project management discipline
- Ensure regular independent reviews of performance to inform improvements, using transparent KPIs
- Ensure that internal stakeholders are fully engaged in digital, data and technology developments at GAIN and receive good communications
- Ensure high quality staff training across GAIN to support the digital, data and technology strategy

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Key organisational relationships

- Reports to the Director of Strategic Operations
- Line manages the Digital, Data and Technology team which sits within Strategic Operations with HR, Legal and Governance.
- Collaboration with systems leaders across GAIN, Country Directors , external consultants/suppliers and All GAIN Staff

JOB REQUIREMENTS

Competencies

- Highly developed critical thinking, analytical skills with strong business acumen
- Proven financial management skills for systems and technology
- Outstanding written and oral communication and presentation skills
- The ability to think strategically and anticipate future developments
- Proven leadership skills with the ability to formulate, articulate and implement a vision and strategy for IT
- Strong interpersonal skills, with colleagues and suppliers
- Proven outstanding team and project leadership/management skills, with the ability to inspire and motivate a diverse team
- High level technical skills in multiple IS/IT disciplines including software development and network infrastructure
- High level engagement with AI relevant to GAIN
- In-depth knowledge of emerging technologies, trends, and various functional IT disciplines including enterprise architecture, infrastructure and cybersecurity
- Solid understanding of data analysis, budgeting, and business operations

Experience

- Considerable leadership and management experience of an IS/IT function in a relevant organisation (size, international context/dispersed geography), with evidence of strategic impact and business benefit; and evidence of risk and budget management. This will probably be in an INGO but may be in the private sector
- Experience of external contracting, including negotiation and SLAs, for one-off procurements and ongoing systems development and support
- Experience with Microsoft business applications (including Microsoft Dynamics NAV and the MS Office Suite), Tableau, server and cloud technologies and platforms (including SharePoint, SQL, Salesforce and Exchange Servers)

Education

- Good understanding of business systems to support business processes. Underpinned by a Masters qualification in Computer Science and Technology or other relevant qualifications

Other requirements

- Ability to travel and when required

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WHAT GAIN OFFERS

- A competitive remuneration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.