

## Global Alliance for Improved Nutrition

<b>Job title:</b>	Head of IT and Digital Strategy
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<b>Classification:</b>	Grade 7	<b>Direct reports:</b>	1 - 5
<b>Work location</b>	New Delhi, India or Nairobi, Kenya	<b>Travel required:</b>	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><b>Overall purpose</b></p> <p>GAIN is seeking a Head of IT and Digital Strategy 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>This is a senior leadership, governance-led role which has organisation-wide responsibility for digital, data, and technology governance, and plays a critical role in advising senior leadership on risk, investment decisions, and operational resilience across GAIN. It must ensure GAIN has the digital, data and technology environment it needs across 16 countries. This includes supporting innovation in the areas of AI, data and analytics.</p> <p>The position works with a small internal team and multiple external vendors requiring strong judgement on cost, risk, security, and value for money, ensuring 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>Experience leading digital or IT functions in a multi-country or geographically dispersed nonprofit or development organisation is essential. This is a senior leadership role in a global nonprofit. It requires strong strategic and operational skills.</p>

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### Tasks and responsibilities

#### Strategic Leadership

##### **Digital, Data and Technology Strategy**

- 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
- 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

##### **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'

#### Operational Management

##### **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

##### **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 to ensure quality and value for money with agreed SLAs.

##### **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

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- 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

### 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

- Proven leadership in defining, communicating, and executing a clear IT vision and strategy.
- Expertise in designing and implementing digital and technology strategies to support business processes.
- Extensive experience leading AI initiatives and digital transformation projects to drive operational efficiency.
- Skilled in developing data strategies, integrating systems, and enhancing decision-making and reporting.
- Exceptional leadership in managing teams and projects, with a focus on motivating diverse groups.
- Advanced technical expertise across IT domains, including software development, network infrastructure, and emerging technologies.
- Strong interpersonal skills, building effective relationships with colleagues, external partners, and stakeholders.
- In-depth knowledge of global cybersecurity practices, regulatory compliance (GDPR), and business operations.

### Experience

- Extensive strategic leadership experience managing digital and IT functions within multi-country or geographically dispersed INGO or development organizations (essential).
- Proven experience in advising senior leadership on technology investments and driving operational improvements, aligning IT strategies with organizational goals.
- Expertise in cybersecurity, data protection, and the deployment of AI technologies to improve operational efficiency and data-driven decision-making.
- Demonstrated impact in delivering strategic business value, with a strong focus on risk management, budget oversight, and cost optimization.
- Extensive experience managing outsourced IT services, ensuring service reliability, cost-effectiveness, and adherence to high service standards.
- Proven track record in external contracting, including negotiation of SLAs for both one-time procurements and long-term systems development and support.
- Demonstrable experience in implementing data governance frameworks to support informed internal decision-making and ensure compliance with donor reporting requirements.

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### Education

- Master's qualification in Computer Science and Technology or other relevant qualifications

### Other requirements

- Ability to travel and when required

### 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.*