

Job Description

Job title	Head of Product And Technology
Location	<p>Our main working hub is in Sheffield, South Yorkshire. Everyone joining the organisation does so on a Sheffield-based contract (i.e. with Sheffield being the primary place of work)</p> <p>All staff have the freedom and flexibility to work in a hybrid way, combining face to face and home working. However we do require all staff to travel to Sheffield regularly for meetings, workshops and events, at least once or twice per month. We welcome candidates from anywhere in the UK, however, applicants should note that travel to Sheffield to fulfil the normal requirements of your role will not be reimbursed.</p>
Hours	<p>We want to make things work for our employees and so will consider full or part-time candidates - but we would want someone for at least 4 days per week. We actively welcome interest from candidates interested in flexible hours contracts.</p> <p>Very occasionally, you might have to work some early mornings (or late evenings) to collaborate with colleagues and board members from our Australian charity or to manage business critical incidents.</p>
Reports to	Chief Operating Officer
Staff responsible for	<p>1 x Front-End developer - leads on UX and Accessibility 2 x developers (full stack) -web applications and APIs 1 x Test and Release Manager - leads on technical support 1 x Salesforce Administrator - day to day management, improvement and support of Salesforce Service Cloud</p> <p>You may also be responsible for commissioning, contracting and deploying contract staff occasionally to meet business needs</p>
Date	May 2024

<p>Salary</p>	<p>£60,000–£65,000 (depending on experience)</p>
<p>Benefits</p>	<ul style="list-style-type: none"> • 30 days holiday per year plus statutory bank holidays (pro rata for part time) • 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) • Option to exchange 5% of your pension contribution for a 4.1% salary increase (offered as an opt in programme twice a year) • Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) • Life assurance (4 x salary) and income protection • Enhanced sickness and maternity pay (subject to qualifying criteria) • Confidential Employee Assistance helpline • Flexible working hours and hybrid working • All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Led Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) <p>We are an accredited Living Wage and Living Pension employer.</p>
<p>Job context and purpose</p>	<p>Good Things Foundation is a social change organisation seeking a world where everyone can benefit through digital. We are mission-led and all our work helps us to deliver our ambitious goals to help another 1 million people to have better lives through the use of digital technology by 2025.</p> <p>It's an exciting time to join us as we are part way through transforming our technology. We have recently implemented a new unified technology stack based on Magnolia PAAS for web front end and a Salesforce SAAS back end. We successfully launched our first service on this unified digital platform; a member's area for the National Digital Inclusion Network.</p> <p>If you are looking for a challenge to combine your technical product management experience and leadership skills in a fast-paced environment, then we are now looking to recruit a Head of Product and Technology to lead the next phase of this transformation including replatforming our National Databank Services, our Learn My</p>

Way digital skills learning platform and to extend the digital platform to include new mailing and messaging functionality.

We are a small(ish) organisation of c. 50 highly engaged people and so all of our leaders often wear multiple hats.

We are looking for someone with a big-picture perspective with a passion for excellence and willingness to dive into the details necessary to achieve it.

At a strategic level, you will be planning the future development of the digital platform and our digital products. Day to day, you will lead the work to develop and refine requirements for digital platform and digital service enhancements, removing blockers for the teams to deliver innovative solutions and ensuring live services are managed securely and cost-effectively.

If you like variety and responsibility, working with great technologies and great people, then this is the role for you.

We have a unique culture here at Good Things Foundation, with collaboration, curiosity and people at the heart of our work. You must enjoy and be skilled at listening to and working with people, business owners, senior leaders, staff and volunteers from community organisations and technologists to understand their needs, collaboratively develop solution designs and then manage implementation.

You may already be operating at a head level or looking for your next step into team leadership, but you must have the confidence and experience to challenge us, including our senior leaders, to explore new ways of achieving our outcomes and persuade others of the benefits of change.

A technology background is not essential, you may have a product management/product owner or business analysis background, but you will have extensive experience of working in the area of software and service design and development and be able to brief and manage technology teams. You must be able to plan capacity, manage roadmaps and delivery schedules.

As the Lead Product Owner for the digital platform, you will champion using data and customer feedback to support decision-making as well as advising on Cyber Security for the organisation, building on the knowledge in your team.

You will also get an opportunity to lead any technical discussions with our strategic partners including Virgin Media O2, Vodafone, Nominet and support discussions with future partners.

There are exciting times ahead for us in understanding how technologies, such as AI and smart devices can help maximise our impact and support rather than exclude those people lacking in digital skills and confidence.

This is a new role, which will enable us to get maximum benefit out of our investment in our new digital platform, enabling us to deliver high quality services to our networks and beneficiaries, helping more people to cross the digital divide.

Key Objectives and Responsibilities

This role combines business and technology strategy to deliver our mission and business plans with day to day operational management and support of core services to our stakeholders, partners, network and learners.

Leadership

- Own the service design for the Good Things Technology digital platform and the services which sit on the digital platform, working with senior leadership and business owners to align and prioritise the product roadmap with strategic and tactical requirements
- Inspire the in-house technology and business owners as well as external suppliers and contractors, to design and develop innovative, cost-effective and secure digital services which enable us to scale our operations to meet our ambitious targets.

- Empower and develop the staff you line manage to innovate and improve while maximising their contribution by setting clear objectives, coaching, delegating and providing appropriate feedback, holding at least monthly KITs, sensitively and effectively managing performance, ensuring they get the training and development they need and that they feel valued.
- Ensure that staff across the organisation are aware of and understand how the new digital platform can support them to deliver better and more efficient experiences to their customers
- Provide technical leadership and governance in the platform and data space for your team, the organisation and staff and suppliers, ensuring that platform change is managed robustly
- Keep abreast of new and emerging technologies including ensuring our systems can be innovated to meet changing environments
- Lead on the security of our core platform, as a member of our compliance governance group working closely with other data security stakeholders, You will have a key role in ensuring we maintain accreditations and certifications as relevant
- Contribute to effective leadership and our collaborative culture across the organisation more widely, inputting to strategic decisions, supporting business and partnership development and resource allocation for other teams through communication and delivery of technology and platform priorities
- Improving our agile ways of working across the organisations, putting customer needs at the heart of the design and build of our platform and digital services and driving consistency and quality in the products and services we deliver

Roadmap Delivery

- Lead the delivery of our technology vision and roadmap using Magnolia PAAS, Salesforce SAAS and key AWS components and tools and ensure effective transition of legacy services
- Understand user and business needs, in order to build out the backlog of work and a prioritised road map of features, based on value delivered to the business and users. Specify those requirements to designers and developers clearly and accurately.
- Project management of platform enhancements and legacy transitions including

tracking progress, assessing risks, sprint and release planning, agreeing priorities and communicating contingency and mitigation strategies.

- Direct the planning and prioritising of resources across the Technology team and our technology partners to ensure an effective balance between our transformation projects and ongoing maintenance, change and support of our platforms and services. Commission and manage third party services and contractors, as and when required, to supplement capacity or in areas requiring specialist expertise.

Service Management

- Set and manage the budget for third party technology and platform spend, ensuring our cloud services are optimised to achieve value for money and deliver efficiencies across the organisation
- Accountable for service management of our live services to external and internal audiences including release management, incident management, business continuity, disaster recovery, including the management of third party technical support and development contracts
- Collaborate and support others across the organisation with advice and technical assurance other specialist software, such as finance, HR and other specialist business applications.

Corporate Accountabilities and Responsibilities

- Ensure you and your team role-model our behaviours and champion our approach to Equity, Diversity and inclusion, Health and Well-being and hybrid working.
- Ensure that your work and that of the team is always in the best interests of Good Things Foundation and ensure effective use of the charity's resources and that all finances are properly accounted for, being aware of income and expenditure accounts delegated to you and your staff, ensuring proper records are kept and Finance and procurement processes adhered to.
- Be accountable for your work and the work of your teams to the Good Things Foundation Board, the wider staff team, funders and the network - including compliance with legal, financial, information security and safeguarding policies and procedures.

Person Specification

<p>Good Things Foundation Behaviours</p>	<ul style="list-style-type: none"> ● We are collaborative ● We are positive ● We are creative ● We are people focussed ● We are curious <p>These behaviours reflect us as an organisation and focus our work inside Good Things Foundation and our relationship with partners. E</p>
<p>Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> ● Business analysis, developing and refining requirements with business stakeholders ● Hands on role in end to end delivery of accessible web based product or digital experience platforms built around Salesforce.com ● Leveraging PAAS and SAAS platforms and systems integration for quality and efficiency ● Hands-on delivery using agile and DevOps methodologies with a strong focus on customer and users ● Technology operations and service management, security management, ● Budget management and cloud services cost optimisation ● Managing third-party suppliers and contractors for support and specific domain expertise ● Leading a team of technology specialists <p>Desirable</p> <ul style="list-style-type: none"> ● Sector experience in paid or voluntary capacity (charity, not for profit, third sector)
<p>Personal attributes</p>	<ul style="list-style-type: none"> ● Able to think strategically but have a detail oriented mindset ● A natural listener, collaborator and communicator ● Flexible, adaptable and resilient and able to work well in fast-paced environment ● Empowering leadership approach, creating a safe space for

	<p>colleagues to make mistakes, grow and learn. This includes being accountable and taking open responsibility for your own mistakes.</p> <ul style="list-style-type: none"> • Invests in your own wellbeing and that of colleagues
<p>Knowledge and skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Understanding of the full software development lifecycle and using SAAS, PAAS and low-code technologies • Understanding of APIs and database technologies • Knowledge of service design and business analysis tools and techniques • Excellent interpersonal, influencing and communication skills and presenting to stakeholders and potential funding partners/investors • Able to manage and resolve complex and sometimes conflicting interests from internal and more senior stakeholders • Strong troubleshooting/ problem-solving skills • Able to manage multiple priorities and deal with ambiguity, while constantly looking for opportunities to innovate and streamline • Knowledge of the Data Protection Act and UK GDPR and Cyber Essentials Certifications
<p>Education and Qualifications</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent commercial experience, ideally in a relevant technical /product discipline
<p>Other requirements</p>	<ul style="list-style-type: none"> • To demonstrate a commitment to safeguarding vulnerable adults • To comply with our organisational Safeguarding Policies and Procedures • To satisfy our pre-employment checking process (see below) • To comply with our information security and data protection policies and procedures • The role holder must share Good Thing Foundation's

	commitment to equity, diversity and inclusion, and we would particularly like to hear from candidates whose professional and personal experience will bring new perspectives, understanding and capacity to the organisation.
--	---

Equity, diversity and inclusion is at the heart of Good Things Foundation's vision for a world where everyone benefits from digital. We believe that digital technology can support equality of opportunity, and ensure everyone can participate fully in today's society. Working towards this vision is only possible if Good Things Foundation is an organisation that is diverse and inclusive of all people. Our organisational values underpin our equity, diversity, and inclusion commitments. It is only through promoting inclusion that we can truly embody its values of being people-focused and collaborative. Being creative is a core value for Good Things Foundation and we understand that having a diverse workforce drives innovation and creativity. As an organisation, we are committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

Safeguarding Statement and Pre-Employment Checks

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- A satisfactory Disclosure and Barring Service (DBS) check

