

Recruitment Pack

Head of Product and Technology

June 2024



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Are you looking for a new challenge? Do you want an opportunity to lead a great team to make great things happen through our technology?

We are looking for someone with a big-picture perspective who is passionate about delivering excellent digital products and services to join us for the next phase of our technology development. Could you lead and challenge us to get the best return on our investment in our new digital platform to create great experiences for our hubs and beneficiaries? Are you thinking about how technology could support digitally excluded people?

Who are we?

Good Things Foundation is the UK's leading digital inclusion charity. We work to fix the digital divide at a hyperlocal level with our National Digital Inclusion Network – comprised of over 4,000 community partners providing a range of free digital inclusion support, such as:

- The National Databank, providing free mobile connectivity data;
- The National Device Bank, supplying free, refurbished devices to people in need;
- and Learn My Way, our free flagship basic digital skills platform, which has supported thousands to get online.

We work in partnership with organisations such as Virgin Media O2, Vodafone, and Nominet to deliver at scale, and advocate for digital inclusion to fix the digital divide – for good.



**Helen Milner OBE, Group CEO,
Good Things Foundation**

“Good Things Foundation is at a really exciting point in our organisation. We’re making tremendous progress towards our mission and impacting the lives of many people, helping them to benefit from digital.

Joining our team you will help to guide us over the coming years, ensuring we have the right technology to deliver our strategy and support more people who are digitally excluded.

We are ambitious, collaborative and committed to making a real difference. We hope you can join us”



We have a brilliant team here at Good Things Foundation and a supportive Board of Trustees. We'd love to hear from you if you're equally passionate about our mission and can bring your persistence, confidence and creativity to build relationships and open doors for us.

We welcome applications from people from all walks of life and backgrounds. We respect and value differing opinions and perspectives. We are committed to creating an equal and inclusive working environment for people of all backgrounds. For Good Things Foundation, equity, diversity and inclusion are a part of everything we do - including how we build our team.

Good Things Foundation is the UK's leading digital inclusion charity, and our mission is to Fix The Digital Divide - for good. We are the charity behind the National Databank, National Device Bank, and the National Digital Inclusion Network - the nation's social infrastructure for digital inclusion.

It will be your responsibility to get Good Things Foundation in front of the right people, resulting in more investment, more device donations, and more impact in the lives of digitally excluded people. Our annual income target is currently £6m per year to help fix the digital divide.

You will be excellent in opening doors, generating leads, closing deals, and bringing people with you. An experienced, empowering leader, you will be committed to motivating and managing an excellent team.

We would particularly like to hear from candidates whose professional and personal experience brings new perspectives. Whatever your professional background - you bring integrity to all your work, and always deliver what you say you will.

Our Mission

The digital divide is deep and millions of people are being left behind – 8.5 million UK adults lack the basic digital skills to carry out simple tasks online, 2.4 million cannot afford their mobile phone contract, and 1.5 million don't have a smartphone, tablet, or a laptop.

People are excluded because they lack basic digital skills and confidence, and low incomes deny them affordable access. They are cut off from jobs, education, financial savings, online public services, community and much more that most citizens take for granted.

Good Things Foundation believes everyone should have the confidence, skills, support and access to use digital technology, participate in society and benefit from the digital world, with an ambition to partner with 5000 UK communities and to support 1 million people by the end of 2025.

About us

We are part of the Good Things Group, which comprises the UK charity based in Sheffield and Good Things Foundation Ltd, an Australia charity established in Sydney 2017. We are:

Collaborative | Creative | Positive | People focussed | Inquisitive

These behaviours are embedded in how we work both within our organisation, and our relationship with partners. We're a staff owned mutual, that's also a charity, being one of the first charities in the UK to formalise this with the charity commission in 2016.

Our people are really important to us. Led by Helen Milner, CEO and our executive team, we have a group of over 80 amazing, talented colleagues (UK and Australia), who are the reason we are able to do what we do. We strive to attract and develop talent in our team, and put our commitment to equity, diversity and inclusion into practice.



Our strategy

We have developed a comprehensive service for digitally excluded people. An offer which any local organisation – anywhere in the UK – can use to Fix the Digital Divide in their communities, comprising of:

1. The National Digital Inclusion Network

Our work at Good Things relies on the efforts of the nearly 5,000 (and growing!) hardworking organisations in the National Digital Inclusion Network. These organisations are local safe spaces where digitally excluded people can get free help. They offer digital inclusion support with things like free mobile data through the National Databank, or teach beginner digital skills on Learn My Way.

Without the National Digital Inclusion Network's hard work and local efforts, we wouldn't have been able to reach thousands of digitally excluded people that have already accessed our services. It's the only way we can achieve our mission of supporting 1 million people by 2025.

2. The National Databank

We want everyone to benefit from internet connectivity through affordable and safe access. Which is why we built the National Databank. The National Databank is like a food bank, but for mobile data – it provides free mobile SIM cards for people who need internet connectivity. People can get mobile data from their local National Databank.

3. The National Device Bank

Powered by Good Things, the National Device Bank is an alternative solution to IT asset disposal that tackles corporate e-waste and gets refurbished devices into the hands of people that can't afford their own. Organisations of any size and sector can donate used IT equipment and devices – it's a secure, sustainable and socially responsible solution for your organisation's end-of-life or unused tech.



What will you do here?

This is a new role, which will enable us to get maximum benefit out of our recent investment in our new digital platform (Magnolia and Salesforce) with the aim of scaling up our services to community organisations and digitally excluded people.

- **Product and service management**

You will lead the service design and delivery for the Good Things digital platform and work with service owners to ensure the digital services we deliver via the platform meet our user needs

- **Platform roadmap delivery**

You will manage and deliver the product backlog for platform enhancements and legacy transitions, managing capacity in your team and our supply chain to ensure an effective balance between new developments and live support.

- **Leading, managing and motivating others**

You will lead and motivate your team to deliver against stretch objectives, learn and develop, and work collaboratively and flexibly, in line with our values.

- **Technology vision and strategy**

You will work with our high profile strategic partners and contribute to our future strategy, advising us on how new and emerging technologies could improve the impact we make and support digitally excluded people.

- **Accountability**

You will manage the technology budget and ensure the efficiencies from our new platform are realised. You will own specific business plan and team plan objectives and key results, and be required to support other teams to deliver the whole plan



What will we offer you in return?

We have a great culture, with friendly and supportive colleagues focussed on making social change happen. We really do value our people and so we offer a great package of benefits and rewards.

- 30 days holiday per year plus statutory bank holidays (pro rata for part time)
- Flexible working hours and hybrid working
- 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 (opt in; offered twice a year)
- Up to £500 towards work-related training (or £200 for personal development & £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
- 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 Annual General Meeting
- Accredited Living Wage and Living Pension employer

How to apply and recruitment timetable

If you would like to chat through this fantastic opportunity with our Chief Operating Officer, please contact recruitment@goodthingsfoundation.org

Please find the full job description [here](#).

To apply, we want you to tell us about yourself, by emailing your CV along with a covering letter explaining why you are interested in joining our team and what you would bring to our organisation, indicating the relevance of your expertise, skills and knowledge to: recruitment@goodthingsfoundation.org

The closing date and time for applications is 09.00am on Monday 10 June. The first round of online interviews will take place during the week of 10 June. The second interviews will be face to face in Sheffield and are likely to be week commencing 17 and 24 June.

For further information visit www.goodthingsfoundation.org

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.