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| Title: | ICT and Digital Operations Officer |
| Grade: | 3 |
| Reports to: | Head of Finance & IT |
| Direct Reports: | None |
| Department: | Finance and Operations |

Purpose of role

The ICT and Digital Operations Officer plays an important role in the Finance and Operations team, and the wider Plan International Ireland office. You will play a key part of our current organisational strategy to 2025, which is looking to prioritise the use of digital technologies across the Plan International Ireland office.

You are the primary ICT focal point between Plan International Ireland and the wider Plan International federation.

Although based in the Finance and Operations Team, you will work closely with all departments, primarily the Fundraising & Communication Team, and support their use of our CRM and other sponsorship facing systems.

Key Duties and Activities

**Data**

Work with the Fundraising & Communication team and support new fundraising activities, ensuring processes are embedded within our bespoke CRM system and other sponsorship systems.

Work with the Fundraising & Communication team in segmenting donor data on CRM system.

Work with the Fundraising & Communication Team in ensuring that all activities associated with individual giving are compliant with current GDPR legislation.

**Business Intelligence (BI) and Reporting**

Create new reports and extract data for users, using SQL as well as Microsoft tools such as Power-BI and SSRS.

Learn and leverage from existing reporting resources in other Plan offices.

Build dashboards and reports that provide valuable insights for users.

Work with users to streamline processes and data input to facilitate for more accurate and easy reporting.

**Training**

Work on training needs for all users and support Fundraising & Communication team with regular training on the various sponsorship systems, improving and digitalising business processes where possible.

**IT Management**

General IT management including account, license, asset, file, cyber security and server management. Working with external third-party IT supplier and Plan Federation Global IT Department to resolve issues and consider the application of AI.

**Coordination**

 Participate and represent Plan Ireland in bespoke CRM system related development projects with other Plan International offices.

Coordinate and drive digital projects and initiatives within the Irish office.

Develop and implement policies for the use of systems, CRM and marketing automation (Visual Dialog) system particularly.

**Learn from other Plan International offices**

Participate in global discussions, as part of ICT forum within Plan, working with colleagues in over 75 offices globally. You will have the opportunity to travel within Europe as part of this role.

**Strategy and other ad hoc projects**

Work with the Senior Management Team users to identify new projects which will help support the successful implementation of the organisational strategic plan. A critical aspect of this will be the prioritisation of digital and identifying KPIs to be able to measure the success of digital growth within the organisation.

Manage the overall ICT operating and capital budgets, with support from the Head of Finance and IT and in line with the needs of the various departments. Focus on digital first. Budget approval authorisation in line with existing Delegation of Authority Policy.

Contribute actively to Plan International Ireland’s strategy, sharing ideas and experience to ensure its successful implementation.

Competencies Required

**Technical and data management**

You will have good understanding, knowledge, and experience of SQL and Power-BI as well as CRM system management.

You will have a good broad knowledge of other areas of Microsoft platforms, such as SharePoint and PowerApps.

You will have a good understanding of GDPR regulations.

You will have the ability to assess business needs and translate them into technical requirements.

You will have the ability to derive business value and insights from data.

**Strong communications, training, and support skills**

You will have strong communication skills, both written and verbal, in technical areas.

You can present in visual format complex ideas and can engage with stakeholders and communicate in a non-technical manner.

You will have strong attention to detail, and experience of managing a wide and varied workload. You will ensure work is of a high standard with strict attention to detail, working on a number of different operational projects concurrently, and use resources in a cost-effective manner.

You will have the ability to provide training to staff on how to best utilise our systems.

You will have the ability to support IT issues across the organisation and train staff to proactively help deal with any issues.

You will offer a friendly and professional service to all users across the organisation, ensuring they understand and are trained in the applications they are using.

**Live the values, learn, and be open to change**

Willing to respond positively and constructively to change and play an active role in Plan International Ireland’s Finance and Operations Team.

You will show an eagerness to learn and develop as there are significant training and job enhancement opportunities.

You will be exposed to an international organisation which embraces the latest information technology and communication software.

You will be part of an organisation that is looking to utilise technology as much as possible to support and monitor projects supporting children across the globe in developing countries.

You will have a commitment to gender transformation, and the values of Plan International Ireland.