



JOIN OUR TEAM. CHANGE YOUR CAREER. CHANGE THE WORLD.

DIRECTOR, DEVELOPMENT, OPERATIONS AND CUSTOMER SUPPORT

Organization: Plan International Canada
Reports to: Vice President, Information Technology
Location: Toronto (Mount Pleasant & Eglinton)

About You

Are you passionate about equal rights for all children and equality for girls? Can you see yourself being an integral member of a team that works towards transforming lives in developing countries? Are you confident that you can be part of a high performing team focused on supporting Plan's lines of business with robust technology solutions and providing excellent support and customer service to continue to meet their changing needs as growth continues.

Are you passionate about customer-centric, high performance Information technology service? Are you an experienced people manager with strong information technology and process management skills? Have you had success with transforming an organizational function and managing multiple complex activities simultaneously? Are you a trusted advisor to business and leadership with strong management and leadership skills with a collaborative working style and an ability to engage with diverse internal stakeholders adding value to organizational excellence and encouraging creative problem solving?

Why a career with Plan?

A career with Plan International Canada offers individuals a meaningful experience that drives professional development and a rewarding opportunity to use their skills and talents to help make a difference in promoting child rights to end child poverty. Are you ready for an opportunity to join one of the largest International NGOs in the world, creator of the award winning "Because I am a Girl" global movement, working to end gender inequality and promote girls' rights? Are you excited about playing an important role in determining the future of millions of children and families globally?

Employees at Plan International Canada's National Office strive to make a difference in the lives of children and their families through sustainable, child-focused community development.

Joining our dynamic team of experts and specialists can change your life too!

Our unique culture fosters a supportive, flexible workplace where employees are encouraged to bring their whole selves to work. As a member of a diverse, dynamic, high-performing team, each Plan

employee is driven to learn, valued for their contribution and approaches each day excited to make an impact.

We are proud of our award winning corporate culture validated by our *Canadian Nonprofit Employer of Choice* award for 2015 and 2016 and *Canada's 10 Most Admired Corporate Cultures* since 2012.

Join our high performing team and change your career...change the world!

The Organization

Founded in 1937, Plan International is one of the world's oldest and largest international development agencies, working in partnership with millions of people around the world to end global poverty. Not for profit, independent and inclusive of all faiths and cultures, Plan International strives for a just world that advances children's rights and equality for girls. **Because I am a Girl** is Plan International's global movement to transform power relations so that girls everywhere can learn, lead, decide and thrive.

Plan Canada's Toronto and Ottawa-based offices undertake fundraising, donor engagement and public outreach initiatives that support programs that are implemented in more than 50 developing countries across Africa, Asia and the Americas. Plan has a dedicated staff of over 200 employees whose role is to support quality programming in the areas of health, education, water and sanitation, economic security, gender equity, child protection and participation, and humanitarian assistance.

Further information can be found at: plancanada.ca.

The Position

The Director, Development, Operations and Customer Support is an integral member of the IT Leadership team and will have an opportunity to influence and execute the team's strategy to *Build a Thriving Organization* as part of our overall organizational strategy: *20 Million Reasons*.

This position is accountable to deliver superior user experience – for both internal and external and external customers. Working collaboratively with Plan's Marketing, International Programs, Communications, and Operations teams, you will be responsible for the development and enhancement of all business applications, related infrastructure and supporting processes, tools and technologies to deliver a superior customer experience. You will work to support, build and organize the team to position them for success, and identify best practices to implement in these areas and process improvements to streamline delivery and quality of a range of critical organizational services.

The organization is strongly committed to information technology as an enabler of growth and leadership in the non-profit space. This role is key to enabling this growth by providing a strong foundation with reliable processes and infrastructure supports that meet the needs of customers and advance this goal.

What does success look like?

We are looking for a candidate that can bring an action oriented approach to this area and someone who is able to manage the needs and relationships of the team, internal and external customers, and vendors to build a best in class service around all the information technology infrastructure in operation today and going forward at Plan.

We are looking for someone who is able to design and execute this approach with experience in people leadership, process management, change management and relationship management with strong technical skills.

Our successful candidate will be experienced in information technology leadership, project management, process and organization structure and design as well as managing relationships with various stakeholders throughout the organization and externally and be able to build and operate a strong customer focused business. These skills will be critical factors for success.

This role is focused on enhancing, developing and supporting technology solutions to meet business needs, building and maintaining the infrastructure and services to support these solutions and providing support for a range of other technology related purchasing and provisioning in a cost effective and efficient manner. Details include:

- Development and implementation of customer service tools and approach including the implementation of ITIL
- Lead development of plans and processes to protect the organization and manage risk to systems and applications
- Provision of development services for projects
- Operational policy development and implementation
- Telephony and Audio Visual management

As our ideal candidate you will have:

- Experience and ability to support, lead and structure a talented team to deliver on multiple functions related to the scope of this line of business
- Excellent communication and influencing skills
- An aptitude for technology leadership and management of multiple competing activities
- A proven track record as a change leader with strong process skills to structure and plan this line of business to maximize resources and spending as well as the management of vendors and customers to support this activity
- A flexible and adaptable work style; open to collaboration with strong personalities and professionals; thrive in a fast-paced evolving work culture
- A passion for mission driven work and personal values aligned with those of Plan International Canada's corporate values
- Experience with information technology system development lifecycle, project management and change and relationship management

How to apply:

To express interest in this exciting opportunity to join a dynamic organization and a high performing team please forward your CV and covering letter, outlining your skills, experience and salary expectations to gethired@plancanada.ca by September 8, 2017. Please reference **Director, Development, Operations and Customer Support** in the subject line.

Plan International Canada is an inclusive workplace, and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.

Consistent with our Child Protection Policy the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

Applicants must be eligible to work in Canada for the duration of the work term. Proof of eligibility will be required.

Plan International Canada sincerely thanks all applicants for their expressed interest in this opportunity however only those selected for an interview will be contacted. No phone calls please.

Thank you for your interest in a career at Plan