



Job Description

Post: Technology & Data Director

Department/Region: Corporate Services

Location: London

Purpose of post:

This strategic, influential role will provide visible, credible leadership to help MSC transform its use of technology and data to support its mission and strategic aims.

The role of the Technology & Data Director encompasses strategy, digital and data governance, orchestrating the MSC’s digital and data transformation, platform and service development, 24x7 operational support services for internal and external users as well as helping catalyse required changes in staff and organisational skills and culture. It requires not only an understanding of technology, digital and data, but also of organisational development and techniques to understand and service business needs and their evolution over time. The postholder is the primary adviser to MSC’s Digital (and Data) Program Committee, which oversees all of MSC technology and data transformation and program delivery.

The post holder must be an advocate of MSC’s mission and passionate about its core purpose and values. MSC’s is a fast-paced work environment and the post holder must be adept at managing multiple and sometimes complicated priorities while delivering excellent results.

This is an exciting role and opportunity to support directly the way the MSC delivers its program around the world; it provides a tremendous opportunity for the right individual to make an enormous contribution towards the delivery of MSC’s mission and strategic plans.

Line Relationships

Key Work Relationships

Authority Limits

Responsible to:

Chief Operating Officer

Responsible for:

Head of Business Intelligence (to be recruited)
Head of IT Operations

Internal:

- Executive Committee members
- Fisheries Standard Director
- Supply Chain Standard Director
- Head of Content (Global Communications team)
- Digital and data colleagues in other departments
- Regional and Program Directors
- System and data business owners

- Level 7 post
- Financial delegations in accordance with Financial Handbook

		External:	
		<ul style="list-style-type: none"> • External consultants and suppliers • Legal advisers, as required 	
Contractual Terms (UK)		Benefits (UK)	
Contract type:	Permanent	Annual leave:	25 days
Probation:	6 months	Pension:	After 3 months, Tier 1 (3% contribution from employer & 5% employee). On successful completion of probation, Tier 2 (9% employer & 6% employee); choice of salary sacrifice
Notice:	3 months	Other benefits:	4x death in service insurance
Working hours:	35 hours per week	Working time	Monday – Friday: 0900-1700
<p>The MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. The MSC works across different time zones so evening or weekend work and/or some international travel and overnight stays may be required occasionally. No overtime is payable, however under certain circumstances time off in lieu may be granted.</p>			

Key Responsibilities

1. Technology

- Oversee the successful delivery and management of IT systems in a complex stakeholder and organisational environment
- Maintain MSC's 24x7 international support model and service provision for staff and external users
- Ensure comprehensive and appropriate technology security and business continuity planning is in place, along with regular testing of their adequacy
- Procurement of cloud services and 3rd party supplier management particularly in the initiation and management of tenders, contract negotiation, and relationship management with the providers of technology products and services
- Oversee the development of the cloud based MSC Data Hub to deliver institutional data needs, which underpin all external digital experience capabilities (e.g. partner portals) and provide all integrative technologies
- Help the organisation internationally to adopt and exploit a corporate Dynamics 365 and Office 365 environment across marketing, outreach, licensing and other functions
- Develop and provide audit and assessment services for external auditors of the MSC Fisheries and Chain of Custody Standard
- Provide expertise and support to the development and implementation of digital traceability systems to support Chain of Custody activities
- Represent the IT agenda across the MSC and provide expertise as required, up to Board level.

2. Data

- Provide visible leadership for MSC's approach to data and analytics strategy and practice
- Accountable for data governance, shaping the data strategy and supporting the MSC Data Council in its implementation. Improve the trustworthiness of MSC's data, improve organisational use of metadata, continuously develop capabilities such as master data management and ensure robustness of metric definition
- Improve the maturity of data management across the MSC through supporting MSC data owners; promote an appropriate data-driven culture through improving staff data literacy and data access
- Partner with key strategic business functions (Marketing, Fishery and Commercial outreach, Ecolabel, Standards) to optimise the use of analytics, business intelligence and data science to meet business objectives
- Drive the sourcing, curation, storage, utilisation, productization and visualisation of new data assets including geospatial data, with appropriate governance controls in place
- Provide a framework for MSC operational teams to improve the ways they collect, analyse, interpret and share data, and support them in this activity
- Work alongside the Data Protection Officer to ensure full compliance with data protection legislation
- Strengthen MSC's collaboration with other organisations around data, building strong effective partnerships with the wider ocean environmental and seafood sector as well as serve commercial sector interests
- Establish and embed the new MSC Business Intelligence team.

3. Operational and management responsibilities:

- Act as primary adviser to MSC's Digital (and Data) Program Committee (DPC), which oversees all MSC technology, digital and data transformation and program delivery, on behalf of the Executive
- Maintain MSC's digital/technology and data governance framework, as well as associated project governance systems

- Lead, motivate and manage the Technology and Data team (which includes the Business Intelligence team), and provide matrix line management to data and digital colleagues in other departments across the organisation.
- Manage the “Digital Virtual Team” – a virtual team comprising staff from other functions who collectively work to deliver the entire digital and data transformation program at MSC
- Actively support, and provide expertise, for the digital transformation agenda
- Participate as a member of the Corporate Strategy Group (CSG)
- Manage allocated budgets in accordance with the MSC’s Finance Handbook
- Responsibility for negotiating, agreeing and signing contracts on behalf of the MSC with external consultants and service providers within the limits of the role’s financial delegations
- Support internal communications and employee collaboration and engagement activities within the Corporate Services department, and cross-organisationally
- Collaborate with the International Partnerships Director on fundraising activity, as required
- Contribute to organisational risk management and horizon scanning, identifying opportunities for and threats to the MSC and the delivery of its mission for consideration by the Executive
- Contribute to the MSC Executive’s work with the MSC Board, Technical Advisory Board, Stakeholder Advisory Council, and other MSC governance bodies, including preparing reports and presentations as required.
- Any other duties, as requested by the MSC’s Executive.

Note

No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the MSC’s Equality & Diversity and Health & Safety policies.

Person Specification

Required Attributes

1. Technical Skills, Qualifications & Experience

- Educated to degree level or equivalent; any relevant professional qualification also desirable
- Experience in organisations undergoing a digital transformation and experience leading organisations through major change
- Experience of program, project and change management including development of business cases and expenditure projections
- Experience of strategic development and operational delivery of all aspects of technology and data services both for staff and customers of an organisation.
- Experience of developing and delivering training and supporting learning in the digital and data domain for staff including executive education

	<ul style="list-style-type: none"> • Experience working with Marketing and Communications functions especially in the areas of web development, digital analytics, social listening and E-Mail marketing • Experience with enterprise digital transformation initiatives for the benefit of both customers and staff • Experience of information security including policy development, cloud-based business continuity and embedding security technology and process through design • Strong experience of change management in both project and operational contexts including managing the introduction of new platforms or services, changes to productive platforms and upgrades of hardware and software • Understanding of intellectual property as it pertains to software and databases, experience with data policies as well as familiarity with open source or data licencing or inter-organisational sharing arrangements • Understanding of Cloud based technologies including how a modern data architecture and platform are developed and maintained • Experience working with all or any of the following systems and platforms desirable: <ul style="list-style-type: none"> ○ traceability systems for supply chains ○ audit or assessment platforms for compliance of standards bodies ○ managing a cross functional CRM, including the use of data analysis in a customer experience or marketing context ○ Business intelligence systems including analytics • Demonstrated experience in financial management, including developing budgets and monitoring expenditure for a diverse range of projects • Excellent personal computer and IT skills, including the use of standard MS software packages (SharePoint, Word, Excel, PowerPoint, Outlook). Experience using a customer relationship management (CRM) system desirable.
2. Relationship Management	<ul style="list-style-type: none"> • Evidence of an ability to represent an organisation externally in relevant contexts • Demonstrated high level of ability to manage internal and external relationships: able to engage and influence within an organisation of geographically and culturally diverse members. A people-centred approach to work is essential • Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC programme.
3. Leadership and Staff Management	<ul style="list-style-type: none"> • Demonstrated excellence in leading, managing and motivating teams with technically-specialist, and geographically and culturally diverse members • Proven significant experience leading project/matrix staff who do not report directly to ensure effective operational or project delivery • Demonstrated experience in meeting and/or working-group organisation and facilitation • Ability to horizon-scan and identify threats to the technical operation, reputation and credibility of the MSC, and set up internal systems to respond pro-actively to these threats.
4. Communications	<ul style="list-style-type: none"> • Demonstrated excellence in written and spoken communication in English • Written and spoken fluency in at least one relevant second language essential • Presentation skills that can be tailored to suit a diverse range of people; and ability to represent the MSC at external events, as required.
5. Personal attributes	<ul style="list-style-type: none"> • Gravitas, confidence and sensitivity to gain the credibility and respect of staff at all levels of the MSC and governance body members, as well as external partners and stakeholders • Excellent judgement and creative abilities, including influencing, negotiating and problem-solving skills; ability to make decisions in a rapidly changing environment

	<ul style="list-style-type: none"> • Versatility to combine self-management and self-support when working alone with productive team membership and leadership; strong attention to detail • Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, where appropriate, in pursuit of the MSC's mission and vision • Empathy and interest in the MSC's mission and objectives.
5. Circumstances	<ul style="list-style-type: none"> • Weekend work and occasional domestic and international travel may be required.

Job Description Agreement	
Chief Operating Officer's Signature:	Date:
Job Holder's Signature:	Date: