



Good governance for a strong Aotearoa New Zealand

POSITION DESCRIPTION | HE KŌRERO MŌ TE TŪRANGA

Position	Head of Digital and Technology
Location	Institute of Directors, Wellington
Reports to	Chief Finance and Technology Officer
Direct reports	Two (Information Systems Advisor; Information Systems Support Executive)
Job dimension:	Full time

About us | Mō mātou

The Institute of Directors (IoD) is the professional body for directors in Aotearoa New Zealand. We believe good governance has the power to positively transform organisations and communities and create a strong, sustainable and fair future for Aotearoa New Zealand.

We have over 10,500 members connected through our branch network who represent all aspects of the New Zealand director and governance community. We provide high-quality governance services, education, thought leadership and expert commentary, and advocate on behalf of directors.

Position purpose | Te aronga o te tūranga

The Head of Digital and Technology provides strategic leadership to ensure our technology and digital environment enables exceptional member experiences, organisational transformation, and supports achievement of our long-term strategic goals.

This role oversees the design, integration, and security of all technology platforms and systems, ensuring they are reliable, fit-for-purpose, and aligned with best practice and regulatory requirements.

Working in partnership with internal stakeholders and external suppliers, the Head of Digital and Technology leads our digital direction, including enterprise architecture, technology investment planning, and innovation.

The role drives adoption of emerging technologies such as AI, lifts digital literacy across the organisation, and ensures digital channels, CRM, and data systems deliver seamless and personalised member experiences.

It also ensures robust cyber security, privacy compliance, and effective supplier relationships to deliver value and performance.

Our values | Ā mātou uara

Courage | Māiatanga - we are bold and have the courage to do the right thing

Support | Manaakitanga – we are welcoming and show respect for each other

Individual | Whakatautetanga – we respect the value each individual brings

Stewardship | Kaitiakitanga – we take responsibility of care in everything we do

Learners for Life | He pukenga wai – We are learners for life and seek to share knowledge

Key responsibilities | Ngā haepapa matua

Strategic Digital Leadership

- Lead our digital direction, ensuring technology investment and design choices support long-term strategic outcomes, member experience, and organisational transformation.
- Own and maintain our enterprise architecture, ensuring systems are integrated, rationalised, and aligned, reducing duplication and technical debt.
- Provide structured technology investment advice to the Leadership Team, including business cases, sequencing, risk analysis, and total cost of ownership.
- Develop our AI strategy, including responsible AI governance, adoption frameworks, staff capability uplift, and opportunities to enhance member services.
- Influence cross-organisational decision-making, particularly among non-technical leaders, to lift digital literacy and ensure technology is understood as a strategic enabler.
- Ensure digital channels, CRM, data systems and integrations support an exceptional member experience across all touchpoints.

Team Leadership

- Champion and model our vision, purpose and values.
- Create a high-performing team where quality goals are set, innovation and solutions are nurtured, success is celebrated, working collaboratively is the norm, and activity is led by market/member/customer insights.
- Establish clear performance expectations and development plans and provide regular actionable feedback and coaching on organisational and individual performance and achievements.
- Lead cross-organisational teams such as project teams, super user, and user acceptance testing (UAT) teams.
- Create a psychologically safe environment.

IS Systems Planning and Management

- Contribute to the development and achievement of the IoD's Strategic Plan, including developing and delivering on the IoD digital roadmap.
- Manage the IS roadmap ensuring planning, prioritisation and delivery.
- Prepare and manage the annual information systems budget and develop forecasts for future/new strategies and proposals, upgrades etc.
- Negotiate supplier contracts as required within delegated authority limits and budget and ensure

supplier service level agreements are adhered to.

- Prepare and present reports on IS systems (current and new/potential), security, risk etc to the Leadership Team, Steering Groups and/or Board as required.
- Develop, review, implement and monitor relevant policies and procedures (e.g. Data protection, classification and retention; IT and AI security, Email and internet use etc).

Technology, Cyber and Security Risk and Assurance

- Develop, implement and monitor data protection, system and cyber security processes/systems adhering to National Institute of Standards and Technology (NIST) risk management frameworks (in conjunction with our cyber security partner).
- Identify and evaluate future risks and opportunities, such as those arising from emerging technologies, artificial intelligence, and cybersecurity, and determine how they might affect us. Take proactive steps to minimise risks and implement actions to make the most of potential opportunities.
- Develop, implement and monitor IS business continuity and disaster recovery plans for the organisation.
- Proactively ensure systems security and performance (e.g. through supplier management, updates/upgrades, system changes and enhancements, firewall protection, software patching, system testing etc).
- Ensure all IS solutions, infrastructure and services are rigorously tested and meet standards before being launched/published.
- Support the Leadership Team with active crisis management and/or disaster recovery as appropriate.

Data and Insights

- Oversee data collection, analysis and insights development for a range of uses and effective decision-making.
- Work with our outsourced data analytics supplier to ensure the integrity and best use of our member and customer database and other data sources.

Operational Excellence

- Ensure all IS solutions, infrastructure and services:
 - Are fit-for-purpose and meet the needs of the business
 - Are operating effectively and meeting expectations
 - Are regularly reviewed to future-proof the IoD's technology capabilities
- Keep an overview of IS and ICT trends and opportunities, analyse/assess and if approved, implement new systems.
- Where appropriate, prepare business cases and investment proposals (opex/capex) for approval.
- Ensure all information systems and hardware are in a state that is consistent with our requirements.

IS Project Management

- Implement IS-related projects, and project manage these through the development, evaluation, planning, execution, testing and go-live stages.
- Work collaboratively with the organisation and end users to ensure effective solutions are delivered that align with the objectives and scope of the project.
- Contribute to successful project delivery through an effective change management process.
- Ensure early identification of risks to projects and deliver alternative solutions to project hurdles.
- Manage the delivery of project-related technical components promptly.
- Ensure project documentation is accurate and up to date.

Other

- Provide excellent service to all members, customers, partners and suppliers.
- Contribute to a healthy and safe work environment adhering to all policies and procedures.
- Work positively, collaboratively and collectively as part of one strong IoD team.

Key relationships | Ngā hononga matua

Internal	External
<ul style="list-style-type: none">• Leadership Team• IS team• Technology Board subcommittee (to be formed)• Technology Steering Group• Corporate Services team• All IoD staff	<ul style="list-style-type: none">• Suppliers, in particular our cyber security, website CRM and data analytics suppliers• Contractors

Person specification | Mōu ake

Qualifications and experience

- Appropriate tertiary-level qualification in a technology-related field (or relevant professional experience) and experience in one or more of those fields at a senior level.
- 10+ years' experience in planning, project management, people management and leadership across a broad range of information services functions.
- Experience managing and implementing cyber security controls.

Skills and knowledge

- Excellent people leadership skills – able to create a safe, engaged and high-performing team culture.
- Able to effectively lead cross-functional/project teams.

- Excellent supplier management experience – able to manage expectations and negotiate appropriate outcomes.
- A focus and commitment to creating an exceptional customer and/or user experience (internal and external).
- A strong focus on planning, outcomes and accountability.
- Adaptable and responsive, able to prioritise and focus on what's most critical.
- A strong lifelong learner actively keeping abreast of emerging technologies, development practices, cyber security trends, and infrastructure innovations to ensure our systems remain modern, secure, and effective.

Key competencies | Ngā tohungatanga matua

Drives vision & impact	<ul style="list-style-type: none"> • Sets and model our vision, purpose and values in all we do • Creates competitive and breakthrough strategies and shows a clear connection between vision and action • Empowers innovation and inspires others to do the same • Is commercially savvy and understands our financial and operating environment • Thinks long-term and leads sustainability
Leads with influence	<ul style="list-style-type: none"> • Builds partnerships for impact, with people both internally and externally • Is sought out as experts in our field, valued for our advice and respected as an ambassador for the IoD • Expresses ideas and issues with impact - concise, clear and in a way that appeals to our diverse audiences • We use healthy conflict to challenge respectfully and build mutual agreement • Makes tough decisions and does what's necessary and good for the IoD.
Outcomes focused	<ul style="list-style-type: none"> • Strives for excellence, thinks outside the box, brings creative ideas and solutions to problems • Harnesses technology to drive continuous innovation, improvement and efficiencies • Creates operational plans that enable achievement of the right things • Is adaptable and can refocus work and energy to what's most important • Pushes self and others forward, shows persistence and builds resilience to bounce back from setbacks • Weighs up the impacts of actions and decisions, and takes calculated risks
Puts our members and customers first	<ul style="list-style-type: none"> • Sees things from our members' and customers' perspectives and design services and create solutions that meet their needs. • Always act for the good of the IoD and our purpose to positively transform governance. • We go the extra mile for our members and our customers - both inside and outside the organisation. • Monitors member and customer satisfaction and focuses on fixing what's not working and improving their experience.

Builds strong teams	<ul style="list-style-type: none"> • Sets high standards, clear expectations and holds people to account • Sets people up for success and support them to achieve their goals • Gives great feedback (good and bad) and has the conversations needed to lift capability and performance. • Creates strong team morale and brings out the best in others • Harnesses diverse perspectives, skillsets and ideas to achieve the team's and organisation's goals • Is self-aware, leads by example and models and upholds positive behaviours • Leads innovation, experimentation and creativity – and celebrate success as well as failures
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Authority | Rangatiratanga

Can approve expenditure in line with the approved budget and delegated authority policy.

Amendments to the responsibilities | He whakahounga ki ngā haepapa

Responsibilities of this position are expected to change over time as business needs evolve. This position description will be updated to reflect any changes. The incumbent will need to be flexible and adaptable to change.