

## Position Description

<b>Position Title:</b>	<b>IT Lead</b>
<b>Reports to:</b>	Head of Commercial
<b>Direct Reports:</b>	2
<b>Full/Part time:</b>	Permanent Full Time Position
<b>Location:</b>	Head Office, 62 Ascot Road
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>▪ Abodo Whanau specifically Sales, ops and production teams</li> <li>▪ Key suppliers</li> <li>▪ Key customers</li> </ul>

### Main Purpose (Summary)

IT Lead will play a strategic role in leading the IT department and driving continuous improvement and transformation efforts across the organization. Responsible for overseeing all aspects of IT operations, including infrastructure management, software development, cybersecurity, and IT service delivery. Additionally, you will lead initiatives to streamline processes, optimize systems, and leverage emerging technologies to support business growth and innovation.

### What you will do (Key accountabilities and tasks)

On a day-to-day basis, the role will:

#### Strategic Leadership:

- Develop and execute the IT department's strategic plan in alignment with organizational goals and objectives.
- Provide visionary leadership to the IT team, fostering a culture of innovation, collaboration, and continuous improvement.
- Collaborate with executive leadership to define IT priorities, allocate resources, and drive technology initiatives that support business growth and transformation.
- Support Head of Commercial in all IT related activities

#### Process Improvement and Transformation:

- Lead process improvement initiatives within the IT department, leveraging methodologies such as Lean Six Sigma to streamline workflows, eliminate waste, and optimize efficiency.
- Drive digital transformation efforts across the organization, identifying opportunities to leverage technology to improve business processes, enhance customer experiences, and drive innovation.
- Champion change management initiatives to ensure successful adoption of new processes, technologies, and ways of working.

#### IT Operations Management

- Oversee the day-to-day operations of the IT department, including infrastructure management, network security, software development, and IT service delivery.
- Ensure the availability, reliability, and security of IT systems and infrastructure to meet business needs and regulatory requirements.
- Establish and monitor key performance indicators (KPIs) to measure the effectiveness and efficiency of IT operations and service delivery.



## Stakeholder Management

- Manage relationships with external vendors, partners, and service providers to ensure the successful delivery of IT services and solutions.
- Collaborate with internal stakeholders across departments to understand their technology needs and requirements, and develop IT solutions that meet their business objectives.
- Communicate regularly with executive leadership and key stakeholders to provide updates on IT initiatives, projects, and performance.

## Team Development and Talent Management

- Foster a diverse and inclusive work environment that values teamwork, collaboration, and innovation
- Lead, inspire and develop a high-performance team through a positive and inclusive culture. Be a role model Abodo's values.
- Manage and provide development opportunities for the team, encouraging cross-pollination of ideas and wider understanding of how the business work.

## What you will bring – (Technical and role related experience)

- Bachelor's degree in computer science, information systems, or related field
- 8+ years' experience in IT leadership roles, with a proven track record in driving process improvement and transformation initiatives
- Strong understanding of IT best practices
- Demonstrated ability to develop and execute IT strategic plans in alignment with organizational goals and objectives.
- Excellent leadership, communication, and interpersonal skills, with the ability to influence and collaborate effectively across all levels of the organization.
- Strong analytical and problem-solving skills, with the ability to translate business needs into IT solutions.

## What you will be valued for – (Core competencies)

These are skills and behaviours that are important for success in this role.

**Customer Focus:** Timely and accurate processing of transactions to support better customer experience.

**Instils Trust:** Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practices what he/she preaches. Shows consistency between words and actions.

**Interpersonal Savvy:** Relates comfortably with people across levels, functions, culture and geography. Acts with diplomacy and tact. Builds rapport in an open, friendly and accepting way. Builds constructive relationships with people both similar and different to self. Picks up on interpersonal and group dynamics

**Plans and Aligns:** Planning and prioritizing work to meet commitments aligned with organizational goals

**Decision quality:** Making good and timely decisions that keep the organization moving forward

## What is important to us - (Our Values)

Our Values are about why and how we do things and how they form the foundation of our culture.

### It Will Be OK

We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services

### Customer Spotlight

Our entire team recognises the importance of customers. We manage their expectations to see them exceeded



### Solid Bond

Like a perfectly formed finger joint we will work together to get a better result. We are a family and we treat each other with respect

### Future Thinkers

We will actively seek to provide solutions to our customers problems and our own internal problems with a spirit of innovation

### Walking the Talk

We don't just supply sustainable products. We will bring sustainability into the way we work and where we work

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:

PD Last updated:

Manager:  
(Signature)

Position Holder:  
(Signature)

Updated by:

