



Head of Technology & Product Development

Functional Team: Technology Team

Reports To: Director of Technology and Product

Location: UK - Nationwide

Working Arrangements: Remote working, permanent, regular or ad hoc

TECHNOLOGY MISSION OBJECTIVE

38 Degrees reaches up to a million people daily through our digital platforms, driving positive change for a fairer, more respectful UK and a more sustainable world. As the technology team, we create and maintain a best-in-class digital estate that delivers these million interactions. Through stable, secure, and intuitive tools, we ensure our technology is available 24/7, protecting against security threats while enabling every supporter interaction to advance our cause and embody our values of fairness and respect.

We work at the heart of 38 Degrees and we empower our campaign, fundraising, optimisation, data and support teams to work with maximum impact. Whether developing custom solutions or implementing industry-leading platforms, every technical decision we make is guided by our commitment to give both our staff and supporters the exceptional digital experience they deserve. This enables our community to take swift, effective action on the issues that matter most.

The Head of Technology and Product Development drives the successful implementation of 38 Degrees' technology strategy by leading the Technology team and overseeing our product and technology portfolio. This role ensures all technology solutions - whether built in-house, purchased, or integrated - are secure, stable, and aligned with both our organisational goals and the needs of our teams and supporters.

Key responsibilities at this point in our transformational work phase include:

- Leading two concurrent workstreams
 - Project delivery across CRM, Call To Action, Analytics and data transformation projects
 - Maintaining the quality and stability of our current technologies
- Working with a range of internal staff to sustainably manage and deliver change and development requests
- Managing contractor relationships and deliverables
- Overseeing and maturing data architecture, migration, and the integration of workstreams of our new estate.

The role demands a forward-thinking approach to maintain our competitive edge and maximize organisational impact through innovative, sustainable technical solutions.

This position bridges the gap between strategic organisational goals and technical implementation, ensuring our technology infrastructure remains robust, efficient, and future-ready.

Commitment

All 38 Degrees staff should have a deep commitment to our mission of empowering our community of supporters to win campaigns on the issues they care most about.

DUTIES AND RESPONSIBILITIES



ADAPT

- Designs and is responsible for the delivery of the roadmap for 38 Degrees' technology infrastructure and architecture, that the correct IT solutions are implemented and that our IT systems are secure and stable.
- Iterate and improve the 38 Degrees approach to technology, services and products to help us achieve more impact and fulfill the strategic direction.
- Create, run and manage Product and Technology processes for the business.
- Cementing an outcomes focussed product mindset within the technology team and wider organisation.
- Ensure that major technology projects are aligned with each other and are prioritised according to the level of importance. That the suite of vendors and technological solutions that are used are effective.
- Analyses risks and keeps up to date by scanning the horizon for important trends.
- Responsible for holding the team to account for the quality of our products and performance and that the Technology team output is focused on the right products now and for the future.
- Work within a software development methodology (eg AGILE/SaFE).
- Coordinate product releases with the Product Manager and development teams.



PERSUADE

- Lead the Technology team, setting deadlines and expectations of quality, in order to develop efficient and effective quality products that enable the wider team and our community of supporters to create impact through campaigns.
- Align the technology roadmap strategic and operational plan queue to the organisational strategy.
- Advise SLT on key decisions on the technology direction such as whether to build/buy products, analyse risk and potential mitigations.
- Negotiate with and manage external vendors/stakeholders and partners on organisational priorities. Ensuring that 38 Degrees are strategically working with the relevant partners/service providers that will deliver the best ROI.
- Involvement in wider organisational development projects and

initiatives as a member of SMT.



ADAPT THE PROJECT CYCLE

- Accountable for developing and adapting 38 Degrees technology strategy in line with the wider organisational strategy.
- Oversee product lifecycle, roadmap and product development processes.
- Accountable for setting and achieving metrics and deadlines.
- Accountable for build quality, Rollouts/Change, Analytics and Maintenance.
- Manage budgets for delivery, understanding usage costs and the ROI for projects before, during and after implementation.
- Work with senior leadership to establish a core set of prioritised projects and take ownership of prioritising associated work.
- Design and adapt the overall development plans queue to ensure that the Technology team is focused on the correct priorities and our technical systems are stable, secure and improving iteratively.
- Analyse and assess risks and ensure that the team and resources are allocated effectively, that targets are understood, applied, and collaboratively achieved. Balancing steady development with secure and functional systems.

TARGET SKILLS PROFILE



SUBSTANTIVE KNOWLEDGE

Extensive experience and knowledge of developing and implementing technological strategy and developing suites of products through development cycles. Managing internal and external technology teams to implement and deliver on strategy.

Leadership and Management

- Proven ability to lead and manage complex teams, motivate people, and significantly contribute to organisational/functional level decision making and manages the associated impact.
- Effectively manages organisational resources, plans and budgets, assesses and mitigates against risks to ensure the sustainability and reputation of 38 Degrees.
- Makes a major contribution to the organisation's strategy by ensuring functional strategies, plans and objectives are aligned to organisational strategy.
- Proactively identifies strategic opportunities and challenges and implements change needed to build on success, including innovation.
- Skillfully adapts to change.
- Is able to support wider organisational change initiatives and translates this to the team.

CONCEPTUAL

Extensive understanding of technology platforms and the risks and interdependencies. Extensive knowledge of the wider market and movements within the world of technology.

APPLIED

Ability to advise and design 38 Degrees products and ensure decision making surrounding product development and the suite of technology developed is appropriate for 38 Degrees.



COMMUNICATION SKILLS

Substantial demonstrated skill in managing relationships with internal and external stakeholders to deliver campaigns.

INTERNAL

Ability to translate 38 Degrees' strategy into a clear technology operational plan. Ability to drive the and external teams to produce high quality work that is aligned development timeline.

Ensure that Directors are aware of key risks and planned mitigations.

EXTERNAL

Negotiate with key vendors and stakeholders ensuring that priorities are aligned and that key agreements (licensing NDAs etc) are clear, documented and understood.



Demonstrable extensive experience in resolving complex technical issues and the ability to apply critical thinking to make decisions. The ability to use language/frameworks for the development of technology. Design the technology operational plan and product delivery cycles.

TIMELINESS

Monitor and assess the technology team's performance against organisational metrics to quickly identify any area for improvement and consistently execute best practice to a high standard.

QUALITY

Holds the team to account for quality and performance. Ensures our technology team output and the work of vendors is consistently of a high quality.

TARGETED SPECIALISED KNOWLEDGE

- Extensive experience of delivering products through the project cycle and management of technology systems.
- Extensive experience in technology strategy design and high level decision making around organisationally critical technical services.
- Extensive experience of working within a product development methodology (eg AGILE/SaFE).
- Experience of managing people and teams.
- Committed to continual professional development across technology frameworks to further 38 Degrees strategy.