

Head of the Technology Office

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Company: SMALL WORLD FINANCIAL SERVICES GROUP LIMITED

Location: , , Pakistan

Category: other-general

Company Introduction: Here at SmallWorld Financial Services, we know how important it is to be able to support friends and family from abroad. Put simply, we believe that the more people we can help transfer money to overseas family, friends and businesses, the smaller the world becomes. Our employees are as diverse as our customer base and we value the sharing of skillsets and cultures that come with a truly international company present in several countries. SmallWorld is one of the largest money transfer companies in the world. We have a network of over 360,000 pick-up locations and a global team of over 1000 people who are responsible for over 15 million worldwide transactions each year. Are you passionate about working for a global company that celebrates differences? Do you want to empower people and families to support each other regardless of distance? Then join us! Let's make this big world into SmallWorld.

Purpose of role: The SmallWorld Technology function has many responsibilities: engineering the core platforms, creating and managing our data and analytics environments, supporting the corporate technology, and providing technical support to users. It is vital for the overall business that this function is managed effectively, and in line with required standards. The Head of the Technology Office supports the Chief Technology Officer in ensuring that the function has the required processes, reports, and tool to operate effectively, and to a high professional standard.

Role details: Accountable for the four "Core Practices" of the Technology Office

- Ensuring our Technology Strategy is developed, refreshed and well communicated
- Ensuring we have the right governance processes in place
- Ensuring the performance of the function is measured and reported
- Ensuring our operations and methods are well documents (and can be

appropriately evidences to regulatory and audit bodies)Accountable for the establishment, where possible, of the “Extended Practices”:Budget managementSupplier managementRisk and ControlCommunicationsKnowledge ManagementPortfolio managementThe Head of Technology Office will have a small team through which to execute some of these functions, but in the majority of cases is required to leverage the wider Technology team to achieve the goals.The Head of Technology Office is an aide to the Chief Technology Office, and a member of the Technology Leadership team.The Head of the Technology Office will also be expected to take a leading role in the ongoing development and effective operation of our Technology Solution Centre in Karachi.Person SpecificationDemonstrable high levels of accuracy in all administration matters.Experience in Technology administration, ideally including agile disciplines and programme/project managementExperience of engaging with people at all levels.Excellent communication skills, both written and oralStrong command of the English Language (both written and oral).Excellent attention to detail.Ability to work alone & prioritise tasks; to be a “self-starter” and take ownershipAbility to manage day to day activities.Proven multi-tasking and prioritizing skills.Able to work under pressure.

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