



Job Description: Digital Officer

Reports to: Director of Finance and Operations
Location: Johannesburg
Contract type: Fixed Term Contract

Working on the supply and demand side of democracy, Democracy Works Foundation (DWF) is an African, nonpartisan and non-profit company that operates in Angola, Botswana, Lesotho, Malawi, Namibia, Eswatini and South Africa Zambia. DWF opened its doors in 2014 in South Africa in response to the weakening of public institutions, corruption and declining citizen participation. It is an initiative committed to promoting and building resilient democracy on the continent and supporting inclusive development and regional cooperation.

DWF will implement a five-year, seven country programme (covering Angola, Botswana, Eswatini, Lesotho, Malawi, Namibia and South Africa) whose overall goal is to support a trend toward representative multiparty systems with political parties that are responsive to citizens while providing targeted assistance to promote electoral integrity (the Political Parties and Elections project). Consistent with this overall goal, the purpose of the programme is therefore to promote representative multiparty systems with democratic and responsive political parties and electoral integrity.

The programme identifies five outcomes:

- 1) Political parties develop responsive and evidence-based policy making skills and practices;*
- 2) Political parties develop more inclusive party structures and increase responsiveness to citizens and party members;*
- 3) Political parties support and implement practices that promote electoral integrity and democratic electoral reforms;*
- 4) Political parties and other relevant stakeholders have comparative knowledge, experiences and best practices on democratic governance and electoral integrity; and*
- 5) Transparency, inclusiveness and competitiveness of electoral processes in selected countries in the region enhanced.*

Position Summary

DWF is committed to ensure that it is an organisation fit for purposes in this digital era, while providing digital tools for democracy. As such, not only is DWF digitising its institutional systems and operations, but it is also mainstreaming use of digital technology in all its programme interventions. Specific to the Political Parties and Elections project, DWF will need to make training modules, tools, knowledge products as well as other products available digitally to political parties and other stakeholders.

This position will be central in providing the relevant technical advice, design and programming of digital tools and support to the digital transformation to ensure that DWF becomes a leader in digital tools for democracy and becomes a digitally driven, modern institution.

This position will lead the organisational technology transformation process and while ensuring digital tools are understood at an operational level within the organisation. The Digital Officer will have oversight of the rollout of solutions that support a working model within cloud programmes including Office 365.

The Digital Officer shall work closely with the organisational and project leadership. This is a fixed term contract until the end of the project, or availability of funds as may be determined by relevant donor.

Areas of Responsibilities
(may include but not limited to)

- Develop a digital transformation strategy to ensure there is an organisational understanding of digital development with clear objectives and timelines.
- Take ownership of the ICT policies and ensure they are developed, maintained and implemented to ensure organisational compliance.
- Research emerging technologies that can accelerate achieving our strategic plan
- Research emerging technologies that will assist in building an automated, transparent and efficient organisation
- Support DWF offices to develop practical solutions around technical issues; reflecting that they are primarily responsible for using DWF systems while ensuring organisational legal compliance is maintained.
- Drive the build of a new DWF dashboarding software – our virtual organisation, including the digitisation of management and reporting systems
- Collaborate with our external digital tool designer on several democracy tool applications in MVP stage - Safe Classrooms, Capture Tracker, Polarity Barometer, to name but a few
- Collaborate with our communications team to drive visualisation of development impact and data
- Drive website back-end design and maintenance
- Coordinate and troubleshoot technical issues to outsourced ICT partner as required.
- Ensure system compliance with corporate information management, Protection of Personal Information (POPI) Act, information security policies, technology standards, guidelines and procedures for the office technology environment.
- Take inventory of computer and other office equipment; maintain, and ensure repairs are carried out; develop and share quarterly reports on the inventory of computer equipment.
- Ensure that users are able to adapt to new technology and optimal use of software to improve efficiency and effectiveness through the managing of training and practical support.
- Ensure that all relevant digital initiatives are fully integrated into the strategic planning process for leadership commitment, resource allocation and execution.
- Design of project digital knowledge products and applications
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General

- Manage supplier contracts by ensuring they provide best value for money for DWF.
- Compliance with all finance, human resources, and administrative policies and procedures.
- Undertake any other tasks as may be requested from time to time and in the interest of the organisation

Person Specifications

Qualifications

- Minimum of a degree in Computer Science / Information Systems or similar.
- Must have coding skills

Skills and Experience

- Demonstrable work experience in a similar field.
- Knowledge of digital security/cyber-security and its challenges will be an advantage.
- Knowledge of latest local and global digital technology and internet developments.
- Must have some project management skills.
- A good knowledge of database programming (Microsoft SQL certification).
- Microsoft Power Platform development experience.
- Writing and debugging code
- Troubleshooting software issues
- Able to work independently with little supervision
- Highly motivated with a strong work ethic
- Outstanding organisational skills and ability to prioritise tasks
- Able to thrive in a high-volume, deadline-driven work environment
- Ability to work flexible hours.
- Willing to travel regionally to assess and support offices and staff.

Other key points to note

The position requires a self-motivated, team player who pays close attention to detail and who has the ability to prioritise in a fast-moving environment. Must have excellent communication and interpersonal skills, particularly the ability to interact effectively with a wide range of different people in a variety of situations.

- Preferred candidate must be a South African citizen or permanent resident.
- The candidate must be in possession of a driver's license valid for Southern Africa.
- The working language of all DWF offices is English.

Democracy Works seeks to ensure that all qualified people have an equal opportunity to obtain a position and that those who have been discriminated against unfairly in the past are treated in accordance with the legal obligations imposed by the country in which employment is taking place as well as the affirmative principles of the organisation.