International Agency for the Prevention of Blindness
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IAPB

Digital Transformation Manager

Role Profile

Hours of Work:	2.5 days per week
Contract:	Fixed term to end December 2025
Location:	Australia or UK based (remote)
Salary:	Dependant on location and experience
Reporting to:	Director of Knowledge Management

About Us

IAPB is the overarching alliance for the global eye health sector, dedicated to eliminating the global vision crisis. A global network spread across 100+ countries, of the most brilliant and committed non-profits, philanthropists, public and private organisations.

IAPB, on behalf of its network, holds trusted relationships with the United Nations and World Health Organisation. No one else is operating under this same model with the same reach. There are 1.1 billion people living with sight loss because they don't have access to eye care services. We are make the case loudly and repeatedly that eye health is not an optional extra. It is vital to everything, for everyone.

Our income and impact have both increased in recent years and with a new 3-year plan, we are accelerating our work and impact further. IAPB is a growing and successful international organisation registered in the UK with a dedicated staff team located around the world.

Overview of Role

Join us as a Digital Transformation Lead, driving strategic improvements across internal systems and processes. You'll oversee project rollout, optimize workflows with new technologies, and empower staff through training and support. Bring your systems expertise and change management skills to help us enhance efficiency and foster a culture of digital adoption.

Key Responsibilities

1. **Project Development and Management**
   - Assist the Director in refining the digital transformation strategy for internal systems.
   - Manage the rollout of digital transformation initiatives, ensuring deadlines and budgets are met.
   - Coordinate with internal departments, external vendors, consultants, or service providers as needed. Manage communications about changes to internal systems and processes.

3. **Systems Implementation & Oversight**
   - Evaluate, recommend, and implement improvements to improve efficiency and potential new software or systems to fill gaps.
   - Customise and configure systems to meet organizational needs.
   - Identify inefficiencies in current workflows and recommend improvements using digital tools. Develop documentation and workflows for new processes.
   - Manage IT oversight - Handle basic IT tasks, such as system updates and security monitoring. Coordinate with external IT support for complex issues.

5. **Employee Support and Training**
   - Train employees on new systems and ensure they adopt them effectively.
   - Act as the first point of contact for troubleshooting and support.
   - Set up and drive initiatives to foster a culture of digital adoption within the organisation.

6. **Data Management and Analytics**
   - Monitor and analyse data to measure the impact of digital initiatives.
   - Provide insights and reports to the Director to inform decision-making.

Skills and Experience Required

Given the broad responsibilities, the ideal candidate should have:
- A mix of IT, business analysis, and project management skills.
- Strong problem-solving and adaptability skills to handle diverse tasks.
- Basic understanding of systems like CRM, ERP, or cloud-based tools.
- Excellent communication skills for employee training and stakeholder engagement.

Corporate Competencies Required
- Demonstrates integrity by modelling the IAPB's values, behaviours and ethical standards
- Promotes the vision, mission and strategic goals of IAPB

Why work with us?
- Work for purpose, know that your work contributes to creating a world where no one is needlessly visually impaired, where everyone has access to the best possible standard of eye health; and where those with irreparable vision loss achieve their full potential.
- IAPB is an equal opportunity employer with a candidate selection policy that encourages diversity and inclusion.

Application
All applicants should submit a cover letter and CV including details of current salary / salary expectations and notice period to:

Director of Knowledge, Jude Stern
HR@iapb.org

Closing Date: 9th June 2025
Due to the volume of applications received, we are unable to respond to everyone. If you have not heard from us within 28 days, please assume your application has been unsuccessful.