

POSITION DESCRIPTION

ORGANISATION INFORMATION

Position title	Associate Director, Technology, Data & AI	Position type	Permanent ongoing Full time
Reports to	Chief Operating Officer	Hours per week	38 (1.0 FTE)
Team	Technology, Data and AI	Award classification	SCHADS Level 7
Direct reports	3 permanent (combined data, systems, infrastructure and AI capability) and 1-2 contractors as required	Budget	Accountable for: TDA Portfolio
Date reviewed	July 2026	Out of Hours Working Requirement	Medium

About Plan International Australia

Who we are. What we do.

We are the world's leading organisation dedicated to girls' equality.

We believe when we invest in girls, everything changes - their families, communities and entire nations rise. We tackle the root causes of inequality, support communities through crisis, and shift money, power and influence toward girls and the local organisations closest to them.

We are evolving. We are becoming a catalyst for change - mobilising evidence, influence and investment that strengthens those closest to the issues, rather than simply delivering programs ourselves. This is the world you will help us create.

What does it feel like to work here?

- You will get up each day knowing your work helps create justice and equality for girls.
- You'll feel part of a broader team - beyond just the people you work with every day - because we see that creating change for girls takes all of us, working as one interconnected organisation.
- You'll give and receive quality feedback and help build feedback loops across the organisation.
- You'll find strength in our diversity, inclusiveness and mutual respect.
- You're empowered to make decisions within your remit - consulting those with a stake, and escalating when high-risk or hard to reverse.

How you will bring your best to this role:

- You will demonstrate a deep commitment to equality, human rights and gender justice in all you do.
- You will challenge power dynamics and processes that are unjust.
- You will share power and seek out the strengths of colleagues, while holding clear accountability for your areas of responsibility. You will work beyond traditional team boundaries, enjoying collaboration and coaching over directing.
- You will embody self-awareness and the courage to be vulnerable.
- You will embrace using AI and technology responsibly and ethically to help us work smarter and deliver more for girls.
- You will look for ways to evolve our ways of working.
- You will demonstrate a deep commitment to child protection and safeguarding in all you do.

How this role contributes to the strategy

We know that investing in girls is the most powerful investment the world can make - when girls rise, their families, communities and nations rise with them. Our strategy turns this belief into action through a simple but powerful cycle: when we build the evidence and influence that makes the case for investing in girls, we attract the resources that fund real impact - and that impact strengthens our evidence and influence in turn. Each part reinforces the others, and every role plays a part.

AI, technology and data are central to how PIA will deliver this strategy. As a smaller, evidence-led organisation, we depend on AI-enabled ways of working, stable and well-governed systems, and trusted data to do more sophisticated work with fewer resources - this role leads that capability. It sets and delivers PIA's AI strategy - ensuring the safe, ethical and effective adoption of AI across the organisation, so that we use it to serve positive change for girls. It leads a unified function bringing together AI capability, data governance and intelligence, enterprise systems, knowledge management and infrastructure security. At the same time the role enables strategic partnership that helps fundraising convert supporters to lifetime relationships, programs surface evidence that shifts policy, finance forecast with confidence, and people leaders build a strong culture.

Key responsibilities and accountabilities

Technology, data and AI strategy

- Lead PIA's integrated technology, data and AI strategy, aligning platforms, systems and data across all organisational domains - supporter, impact, financial, people and operational.
- Own the AI and automation strategy and roadmap - sequencing foundations, function-specific automation and strategic AI capability, in collaboration with the COO and business function leaders.
- Own major platform lifecycle decisions - including CRM platform strategy, payment architecture, data warehouse and enterprise system succession - bringing costed roadmaps, investment cases and clear recommendations to the Executive and Board.
- Provide strategic advice to the Executive and Board on technology, data and AI opportunities, risks and investment decisions.
- Maintain active horizon scanning across sector, regulatory and technology developments; bring forward changes to strategy where material opportunities or risks emerge.
- Represent PIA in the global Plan International federation on shared learning, standards and technology practice.

Data, intelligence and knowledge

- Serve as the organisational custodian of data across all domains, holding accountability for a single, coherent data governance framework - delivered through the Data & Intelligence Manager.
- Set the strategic direction for data quality, integrity, classification and lifecycle standards, with proactive monitoring and exception reporting replacing reactive cleansing.
- Hold accountability for the delivery of decision-useful analytics, insights and reporting across the organisation, delivered through the team in partnership with business product owners.
- Set the direction for organisation-wide knowledge management, ensuring PIA's information is structured, accessible and ready for both human and AI use.
- Build organisation-wide data literacy so teams can act on insight.

Enterprise systems and platforms

- Hold accountability for the strategic roadmap, integration and optimisation of PIA's enterprise platforms - including CRM, finance, HR and program systems - delivered through the Lead Systems Manager and team.
- Set the operating model in which business function leaders act as product owners, translating business priorities into a prioritised, transparent technology backlog.
- Ensure platforms support both operational stability and the evolving needs of a smaller, more sophisticated organisation

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- Hold major vendor relationships and negotiate significant contracts; delegate day-to-day vendor management to the team.
- Bring in independent expertise, specialist consultancies and advisors where required, and manage them effectively on complex programs.

AI, automation and optimisation

- Lead the safe, ethical and effective adoption of AI and automation across PIA, in line with PIA's AI Policy and governance framework.
- Convene cross-functional prioritisation of AI and automation opportunities, identifying the highest-value ways to remove friction and free capacity for higher-value work.
- Own the AI capability build - including engagement of AI coaching or specialist support during transition - and its progressive integration into the team's own work.
- Ensure AI use is monitored, evaluated and adjusted as tools, risks and opportunities evolve.

Process maturity and operational resilience

- Set and hold a defined, measurable capability maturity target for the function, uplifting maturity across data, systems, infrastructure, controls and knowledge over time.
- Hold accountability for the systematisation, documentation and progressive automation of core operational processes across the technology, data and platforms environment - delivered through the team.
- Ensure controls are embedded in systems and workflows rather than dependent on individual expertise.
- Build process resilience so critical functions do not depend on single individuals; hold the team accountable for cross-training, documentation and succession.

Security, risk and compliance

- Own PIA's strategic information security posture and risk appetite; hold accountability for controls, standards and monitoring across networks, platforms and data, delivered through the Infrastructure & Security Manager.
- Own PIA's payment architecture and PCI-DSS compliance posture as an ongoing accountability, ensuring gateway strategy, vendor arrangements and control design meet regulatory and organisational requirements.
- Hold accountability for compliance with privacy law, safeguarding obligations and other regulatory frameworks relevant to organisational data.
- Set and mature the AI governance framework, working with the Risk Assurance function to assess use cases, tools and third-party AI exposure.
- Convene cross-organisational technology, data and AI governance - ensuring trade-offs, prioritisation and risk decisions are made deliberately and transparently.
- Ensure business continuity, disaster recovery and incident response capability is in place, tested and effective.

Leadership and team

- Lead a high-performing, multi-disciplinary team spanning data, systems and infrastructure capability.
- Build and hold a business-partnering culture - moving from service-desk posture to strategic partner - where team members maintain deep understanding of the business domains they support.
- Develop team capability, coach senior leaders in the team, and invest in the growth of specialists and analysts.
- Protect and sustain team capacity through change, actively managing workload, wellbeing and succession to reduce key-person risk.
- Develop and manage the technology, data and AI operating budget, balancing operational continuity with investment in capability.
- Model feminist leadership principles and contribute to an inclusive, connected organisational culture.

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Connections

Our strategy depends on connected ways of working - integrating effort across teams. No single team delivers our ambition alone.

This role holds the following connections, each essential to delivering our strategy:

- **With Executive and business function leaders** - convenes and leads governance of data, systems and AI priorities, ensuring competing demands are surfaced, trade-offs are made deliberately, and the forward roadmap is understood and supported across the organisation.
- **With Fundraising** - provides the CRM, data, segmentation and analytics that underpin supporter acquisition, retention, conversion and lifetime value; partners with the Fundraising Data Manager as product owner.
- **With Impact** - enables evidence synthesis, program data, monitoring and knowledge management that support influence, propositions and delivery oversight.
- **With External Affairs** - provides the data, insight and digital platform foundations that support positioning, philanthropy pipeline management and market creation.
- **With Finance** - provides the systems, data integrity, reconciliation infrastructure, forecasting capability and exception reporting that underpin timely, accurate financial reporting; partners on control design and internal audit response; contributes to the shared organisational dashboard.
- **With Organisational Development & Culture** - supports HR systems, workforce analytics and staff-facing technology; partners on AI-related capability building and change.
- **With Donor-facing operations** - resolves upstream data and payment issues so the donor experience is smooth and the human cost of failures is reduced.
- **With the COO and Executive** - provides integrated insight across financial, donor, impact, people and IT health; supports strategic decision-making

Ways of working

- Actively model connected, collaborative ways of working across teams.
- Hold and strengthen the key connections identified above.
- Share power and decision-making; seek out and build on the strengths of colleagues.
- Openness to using AI and new technology responsibly and ethically to further our mission by embracing tools that help us work smarter and deliver greater impact for girls.
- Model feminist leadership principles in behaviour and practice.
- Demonstrate commitment to shifting power and resources toward girls and local partners.

What you'll bring (key selection criteria)

Skills and experience

- Senior leadership experience across technology, data, systems and AI in a complex organisation, with demonstrated ability to unify these disciplines under an integrated strategy.
- Deep experience owning enterprise data environments, including CRM (Salesforce highly desirable), finance and HR platforms, and integration architecture.
- Demonstrated experience developing and delivering AI and automation strategy, including governance, ethics and adoption.
- Experience uplifting operational and control maturity in a data or systems environment - including documentation, systematisation, control design and audit response.
- Demonstrated ability to reduce key-person dependency through process design, automation and knowledge management - not only through team structure.
- Strong understanding of information security, privacy law, PCI-DSS, payment architecture and data risk management.

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- Proven ability to operate as a strategic business partner - translating business priorities into technology and data roadmaps, and vice versa.
- Experience leading complex change and transformation, including moving service functions to a business-partnering model.
- Demonstrated ability to scope, buy in and manage independent expertise, specialist consultancies and advisors on complex programs.
- Excellent written and oral communication skills, including the ability to translate technical concepts for Board, Executive and non-technical audiences.
- Financial acumen - budgeting, vendor negotiation, investment cases and value-for-money assessment.

Connection and collaboration

- Demonstrated ability to work effectively across team boundaries and join up work between functions.
- Experience holding shared accountabilities and managing complex handoffs between teams.
- Experience partnering with external suppliers, vendors and (ideally) federation or peer organisations.

Values and ways of working

- Demonstrated commitment to gender justice, feminist leadership and sharing power
- Willingness to work in connected, collaborative, non-hierarchical ways
- Adaptive mindset – comfort with change, ambiguity and evolving ways of working.
- Commitment to child protection and safeguarding.

How will you know it's going well? (key performance indicators)

Delivery

- PIA operates on stable, secure, well-governed technology and data foundations that support the whole organisation.
- A cross-organisational governance rhythm for data, systems and AI priorities is in place and operating effectively; competing demands are surfaced and resolved deliberately.
- The forward roadmap is documented, communicated and understood across the organisation; stakeholders can see what is being progressed and why.
- Priorities set through governance demonstrably serve strategic outcomes - income, impact, efficiency and risk reduction.
- Data across all domains is trusted, accessible and used to inform decisions; stakeholder trust in data, systems and reporting is measurably rebuilt and maintained.
- Core operational processes are documented, systematised and progressively automated - measured against a defined capability maturity target - reducing manual effort, key-person dependency and reconciliation risk over time.
- AI and automation are adopted safely and effectively, delivering measurable efficiency, income and impact gains.
- Business functions experience Technology, Data & AI as a strategic partner that adds value, not a service desk; adoption of platforms and tools is high across the organisation.
- Information security posture is strong; there are no material data breaches; PCI-DSS and other compliance obligations are met.
- Internal and external audit findings related to systems, data and controls are addressed within agreed timeframes; the control environment demonstrates measurable maturity uplift.
- Investment in technology, data and AI is delivered within budget and demonstrates return.

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Connections

- The key connections this role owns are working effectively - convened actively, kept productive, and delivering value to the strategy.
- Business function leaders have a clear, prioritised backlog and know how to work with the team.
- Colleagues experience this role as a strong and generous connector.

Ways of working

- Power is shared and the strengths of colleagues actively sought, balanced with clear accountability.
- Feminist leadership principles modelled and embedded.
- Organisational ways of working practices are completed and contributed to actively.
- Contribution to a connected, collaborative organisational culture.

Who you'll work with externally

External connections:

- Technology, data and AI vendors, partners and service providers.
- Independent advisors and specialist consultancies engaged on major programs.
- Peer organisations and sector bodies on shared practice, benchmarking and learning.
- The Plan International federation on shared technology, data and AI initiatives.
- Regulators and auditors on privacy, security, payments and compliance matters.

Safeguarding, Gender Equality and Inclusion

Safeguarding, gender equality, inclusion and anti-racism are central to who we are and how we work. We take seriously our responsibility to ensure that we, and anyone who represents us, does not harm, abuse or commit any act of violence against the people we work with - including children, young people, and all participants and partners. Upholding these standards is the responsibility of everyone at Plan International Australia.

Everyone is expected to:

- Demonstrate a commitment to safeguarding, gender equality, inclusion and anti-racism.
- Complete and maintain mandatory Safeguarding and GEI training.
- Apply our safeguarding and GEI policies, standards and values in their work.
- Contribute to a safe, equitable, inclusive and respectful culture.

Specific responsibilities for this role:

- Ensure data protection, privacy and information security controls uphold the safeguarding of children, young people and vulnerable participants whose data PIA holds.
- Embed safeguarding and GEDSI considerations into AI governance, tool selection and use cases - including assessment of algorithmic bias, data ethics and the risk of AI-related harm.
- Ensure appropriate access controls and audit logging protect sensitive personal and financial data.
- Model inclusive leadership and hold the team accountable for safeguarding and GEDSI expectations.
- Ensure technology platforms and digital tools are accessible and inclusive.

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Risk governance

Safeguarding Risk Level	High: – Access to highly sensitive organisational and participant data.	
Police Check Required	Yes ☒	No ☐
Working With Children Check Required	Yes ☒	No ☐
Global Anti-Terrorism Screening Required	Yes ☒	No ☐