

## World YWCA – Information and Technology Senior Specialist (ITSS)

### Terms of Reference for Contractor Mandate

The World YWCA seeks a visionary, feminist, and solutions-driven **Information and Technology Senior Specialist (ITSS)** to advance our global operations, enhance digital tools, and strengthen our digital and technological systems. This role is essential to implementing the World YWCA's Strategic Framework 2024–2027, ensuring technology is leveraged to amplify our advocacy, organisational efficiency, and global reach. This mandate is critical in the organisation's efforts to improve internal and external systems, including fostering digital safety, improving data workflows, advancing user-centred platforms, and optimising communication tools that align with the World YWCA's values and mission.

The ITSS will work remotely, report to the Senior Director of Strategy and Operations, and collaborate with other World YWCA team members, contractors, and external service providers. The ITSS will support the implementation and strengthening of the technology and systems work that forms the basis of several plans for the Strategic Framework 2024-27, which was passed at the World Council in 2023. The ITSS will use their judgement to coordinate tech support through the World YWCA service provider.

The position holder must be able to prioritise their work according to adapting factors, communicate effectively both orally and in writing, and complete their work under pressure and time constraints. The ITSS must be able to work collaboratively with the global roles in World YWCA to ensure integration across the priorities, key initiatives and yearly work plans.

### About World YWCA

The World YWCA aims to reach 100 million young women and girls and transform power structures to end gender inequality by 2035. Established in 1855, the World YWCA is the world's oldest women's movement. With member associations across continents, it works to fulfil human rights and make gender equality a reality.

The World YWCA is a learning organisation with recognised mentorship across generations, where 50% of the World Board members are aged 30 and under. The World YWCA aims to develop women and girls' leadership and collective power worldwide to achieve justice, peace, health, human dignity, freedom, and a sustainable environment for all people.

The World YWCA mobilises and connects millions of young women around transformational change and provides leadership opportunities worldwide. It also actively influences policies, regulations, and social and community norms that prevent women from realising their rights and leadership potential. The World YWCA has three strategic priorities:

- Management and governance excellence towards Goal 2035
- Strategic partnerships and communication towards Goal 2035
- Engagement and mobilisation of girls, young women, and women towards Goal 2035

### Duties and Responsibilities:

#### Digital Platforms, Websites, and Communications Tools (70%)

- Lead the enhancement and integration of World YWCA's digital tools, including:
  - Overseeing the development and maintenance of websites (e.g., [www.worldywca.org](http://www.worldywca.org)) to incorporate new branding, signature tools, donation functionality (e.g., PayPal/Stripe/others), and interconnected domain spaces. This includes a complete revival of World YWCA website in 2025.
  - Strengthening the World YWCA intranet, survey platforms, and CRM integration to improve usability, workflows, and security.
  - Supporting newsletter (Mailchimp), WhatsApp channel management, and social media tools (Facebook, Instagram, LinkedIn, YouTube).



- Further development, refinement, and smooth implementation of the YWCA Social Platform developed using OpenSocial.
- Support the development of virtual marketplace systems in partnership with the organisation's business operations arm.
- Drive assessment and strategic use of all collaborative platforms (e.g., Google Workspace, AI tools, shared photo libraries) for internal co-creation and productivity.
- Develop key Standard Operating Procedures (SOPs) for system improvement and maintenance of all platforms.
- Manage the technology side of systems e.g., Zoom, Slack and other digital tools to enable virtual events, workshops, and safe spaces for global engagement.
- Support team members responsible for smoothly implementing the World YWCA Communications and Engagement Strategy.
- Explore and support the learnings from the World YWCA Monitoring, Evaluation, and Learning (MEL) Application developed under the RiseUp! Initiative to create a wider system of learning for the organisation.

#### **Data, Cybersecurity, and System Integrity (15%)**

- Lead first steps toward improving digital safety and cybersecurity, aligned with safeguarding practices.
- Conduct ICT health checks, create an inventory of systems, and draft clear SOPs and written guidance (e.g., cybersecurity, AI use, general principles).
- Support compliance efforts for data retention, the General Data Protection Regulation (GDPR), and other regulatory frameworks relevant to the World YWCA, such as the Swiss Federal Act on Data Protection and safeguarding digital rights.
- Work with external providers to ensure system maintenance accountability and contract adherence.

#### **Advancing Surveying, Metrics, and Workflow Processes (15%)**

- Support the consolidation of survey tools (e.g., SurveyMonkey, Google Forms) and connect survey workflows with intranet and CRM for improved efficiency and data use.
- Oversee automation efforts for metrics collection, survey processing, and reporting.
- Engage with team members to train on technology use, promote safe practices, and foster the adoption of user-friendly tools.
- Serve as the primary point of contact for external IT providers, holding them accountable for deliverables, timelines, and quality.

#### **Key Skills, Experience, and Competencies**

- Proven expertise in managing digital tools, platforms, and systems, including websites, intranets, CRMs, and survey tools.
- Demonstrated commitment to feminist values, equity, and inclusion in the use of technology.
- Strong project management skills, managing multiple priorities and external contractors effectively.
- Experience in cybersecurity and digital safety best practices, especially in safeguarding sensitive data.
- Familiarity with collaborative platforms (e.g., Google Workspace, AI tools) and digital communications tools (e.g., Zoom, mailing platforms, social media).
- Ability to simplify complex systems, foster team adoption of new technologies, and create user-friendly workflows and SOPs.
- A curious and positive mindset towards problem-solving in a complex, challenging global world. The person should be committed to tech for good.
- Excellent cross-cultural communication skills and an ability to thrive in a remote, global team setting.
- Commitment to the human rights-based approach (HRBA), inclusive language, and culturally sensitive English, French, and Spanish communications.



## Engagement Terms

**Location:** Remote (with limited to no travel).

**Contract Type:** Contractor mandate (12-month term, deliverables-based, renewable based on performance and funding).

Contractors must have the right to work remotely in their country of operations. The World YWCA is formally incorporated in Geneva, Switzerland.

**Compensation Range:** CHF 6000-7000 per month (inclusive of tax and dependent on location).

## Work Environment:

This mandate will be part of a global, remote team that works during various time zones. Teaming in the remote World YWCA environment requires engagement via email, a secondary texting software platform, an internal community social platform, and audio-visual platforms. This role requires flexibility in balancing availability to deliver on the mandate. All team members are expected to make a constant effort to enhance their cross-cultural communication skills, their awareness to cross-cultural barriers and opportunities, and a conscientious approach to what it takes for a team to thrive in a remote, global, cross-cultural team setting.

## How to Apply

Interested candidates are invited to submit:

- A CV in English.
- A motivation letter (maximum two pages or in an efficient, creative format) highlighting how your skills and experience align with the role.
- Three references (contacted at the final recruitment stage).

Applications must be sent to [hresources@worldywca.org](mailto:hresources@worldywca.org) by **March 16, 2025**, with “**YWCA-ITSS/+Your Surname**” in the subject line.