



Celebrating 60
1958-2018

Foundation For The Carolinas (FFTC) serves as a catalyst for philanthropic activity in a 13-county region around Charlotte and is a driver for major civic efforts. The organization operates under the mission to inspire philanthropy and empowers individuals to create a better community. The region's community foundation offers innovative solutions that help individuals, nonprofits and companies bring their charitable visions to life.

With more than \$2.5 billion in charitable assets across 2,600 charitable funds established by families, nonprofits and businesses, it is the sixth largest community foundation in the U.S. FFTC supports personal and corporate philanthropy through a range of innovative fund and giving options. The Foundation also drives nonprofit sustainability through endowment management, customized solutions and grantmaking.

The nearly 29,000 grants made in 2017 went to causes including disaster relief, education, human services, arts and culture, animal welfare, religious institutions and the environment. The Foundation manages more than 2,600 charitable funds on behalf of individuals, nonprofit groups and corporations.

Since 2013, the Foundation has received about \$175MM in business-interest gifts that are now worth \$225MM. It expects another \$100MM to \$200MM in such gifts from estate assets.

The Foundation's flagship program, Robinson Center for Civic Leadership, works with community partners and donors to address the region's greatest needs. They are also involved in projects including renovation of the Carolina Theatre, the economic mobility council Leading on Opportunity, and the Carolina Thread Trail. In addition, a subsidiary, one of 15 initiatives, E4E Relief, awarded \$13.1MM to help with natural disasters.

For more information, visit <https://www.ffc.org>.

POSITION DESCRIPTION – SVP, INFORMATION TECHNOLOGY & BUSINESS SERVICES

The Foundation seeks an experienced technology and business process leader to oversee the information technology and business services functions for the organization. Reporting to the President/CEO, s/he will serve on his six person Executive Leadership Team. This is a new position created to evaluate current technology needs, lead future initiatives and improvements to enhance operational efficiencies, and better position the Foundation in an increasingly competitive environment. Different from many 501(c) 3 organizations, the Foundation's systems are more complex and align closely with those of a financial institution.

The SVP will be responsible for all aspects of the organization's information technology and systems and related organizational processes. The successful candidate will provide vision and leadership for developing and implementing information technology initiatives and direct the planning and implementation of enterprise IT systems in support of the Foundation's business operations. The SVP will play a critical role in being the bridge between technology and all functioning departments to facilitate systems that ensure a sound business flow. S/he will evaluate current systems and process and



make recommendations for improvement around security, core system integrations, and digital transformation.

Detailed technology responsibilities include:

- managing an annual work plan and technology budget which has typically exceeded \$1MM;
- selecting, customizing, and maintaining appropriate systems and applications for the Foundation's various operational endeavors;
- automating business processes, as appropriate
- analyzing and upgrading core systems, as appropriate;
- developing the digital customer and applicant experience
- developing and maintaining the optimal infrastructure for the organization, including hardware, network, and telecommunications;
- keeping abreast of IT security trends and developing an IT security plan and protocols
- developing and maintaining appropriate data storage and recovery and Business Continuity plans;
- assessing, anticipating, and managing appropriate short and long-term technology projects;
- developing and maintaining strong vendor relationships.

In addition, the successful candidate will oversee the organization's project management and donor relations. The donor relations function includes critical interaction with the organization's most sensitive external engagement, that with its donors. The processes around donor engagement and service are in need of evaluation as are the technologies supporting these processes.

In total, the successful candidate will oversee a team that includes four people in information technology and project management and four people in donor relations.

Critical to his/her success, this individual will:

- Drive the foundation's short and long term strategic and tactical goals for technology improvements, recommend appropriate actions, budgets and resources to make it happen;
- Maintain and ensure a robust, secure technology platform that provides ease of use for the foundations donors, investors and service providers;
- Be the conduit and expert for technology that allows the organization's operations to run more efficiently by streamlining systems and processes;
- Build trust on an executive team that moves quickly on its vision and mission to take on ambitious projects; provide guidance, priorities, support and expertise on managing those expectations into reality;
- Work with staff to make sure everyone is properly trained and aligned with systems and process;

Finally, FFTC has grown significantly over the past ten years and there are no plans to curtail its growth in the future. Consequently, the new SVP must help the executive leadership team recognize when competing priorities exist and help navigate the operational challenges inherent in growth. The successful candidate must design, develop, and implement the optimal structure, processes, and systems to support this growth.

POSITION SPECIFICATIONS

- Extensive and senior leadership in IT and a background that reflects the ability to thrive in an environment similar to the complexity of a financial institution; candidates must bring a ten-plus year track record of leadership and success, including demonstrated success as department lead or other senior management level;
- Vision, transformational change management experience, a continuous improvement philosophy, and a stellar internal and external customer service orientation;
- An operational mindset; must have an intellectual curiosity about the business and how to improve operations and business automation; must understand the need to wear a number of hats;
- Demonstrated success in envisioning, planning, executing, and managing complex technology projects. A track record of sophisticated, ethical judgment and decision-making skills in complex, results-oriented environments;
- Demonstrated success in establishing and maintaining collaborative relationships with executive and managerial leadership including effective interpersonal, presentation, and communication skills. Emphasis on communicating complex technical and policy information to a broad range of constituents is required;
- Managerial capabilities; the ideal candidate will have managed a small team of employees; candidates must have demonstrated an affinity for leadership and ability to get initiatives over the goal line;
- Significant demonstrated knowledge and application of system design and development principles, project management methodologies, service management principles, and technology architectures;
- Self directed and independent; must be able to outline priorities and deliverables and then execute with only periodic input from peers and superiors; must proactively communicate progress and escalate challenges as appropriate;
- “Roll up the sleeves” mentality and superior work ethic; comfortable in both tactical execution and strategic planning;
- Exceptionally self-motivated and directed with superior analytical, evaluative, and problem-solving abilities;
- Ability to work with confidential and sensitive data;
- A team-oriented style that is honest, direct and decisive, as well as collegial; must be personally approachable and collaborative; a proven ability to work collaboratively within an organization; exceptional interpersonal skills that create credibility and trust;
- Customer service mentality; innately demonstrates that customers are at the center of all we do; a sense of urgency, follow-up that is professional and respectful and that adds value, and consistently meets or exceeds expectations;
- A change orientation; the successful candidate will be an initiator, i.e., a person who is always looking for a better way; will be capable of identifying problems and developing solutions before crises develop;
- A degree from a four-year college or university.

For suggestions of potential candidates and knowledgeable sources or to express personal interest, please contact:

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