

# peas



## Global Tech Assistant Candidate Pack

### *Our Mission*

*To expand access to sustainably delivered quality secondary education across Africa*

[www.peas.org.uk](http://www.peas.org.uk)

# About us



PEAS (Promoting Equality in African Schools) is a not-for-profit that expands access to inclusive, quality secondary education across Sub-Saharan Africa. Our vision is a world where all children enjoy an education that unlocks their full potential.

At the heart of our work are the 46 PEAS schools across Uganda and Zambia, where we deliver a high quality, low cost education in hard-to-reach communities. We draw on this experience to work hand in hand with governments so all young people can learn in a safe, inclusive environment. That means each year we support over 200,000 young people, in marginalised communities across Uganda, Zambia and Ghana.

Our award-winning programmes are designed and delivered by Africans for Africans. Evidence shows our students come from poorer households and make faster learning progress. And our girls are more confident and better equipped for life after school.

It's an exciting time for PEAS. Our reach and impact is growing rapidly; we support 10x the number of students we did 5 years ago, we are building more schools and have expanded into new countries.

Our strategy is focused around a period of rapid growth. During this period, we aim to grow our school networks to double their size, launch in a new country and expand our wider impact by strengthening education systems. To be achieve this, we need to be working as efficiently and effectively as possible. We are looking for a Data Officer that can help us do this so that we can work towards achieving our exciting and challenging ambitions.





# The Opportunity



As Global Tech Assistant, you will support the Senior Manager for Operations Excellence and the Global Systems and Integration Lead in implementing and strengthening SmartOps and other digital systems across all PEAS countries. You will work closely with country IT teams to provide user support, build staff capability, and help ensure consistent, effective use of technology to drive operational excellence.

Role and department	Global Tech Assistant, Operations
Role purpose	Play a critical role in supporting the successful implementation and stabilization of SmartOps - PEAS' new ERP system - across country offices. In Year 1, the role will focus exclusively on SmartOps rollout, user support, and system optimization. As the system becomes embedded, the role will evolve to support broader IT ecosystem strengthening.
Contract	Full -time
Compensation	Competitive
Location	Africa-based role, with a strong preference for candidates located in Uganda or Zambia.
Start date	January 2026

SmartOps is our digital operations platform designed to streamline and standardise key processes across finance, HR, procurement, and grant management throughout the organisation. The rollout includes implementing core modules for routine operations, improving data accuracy and accessibility, and enabling more efficient reporting and decision-making. By bringing these systems together, we aim to reduce administrative burden, enhance collaboration across countries, and provide staff with reliable, user-friendly tools to support their work, which will ultimately help the organisation deliver greater impact for the children and communities we serve.

To be successful in this role, we're looking for a proactive individual with some experience or interest in systems or operations support, strong problem-solving skills, and excellent people skills. This is a dynamic opportunity for someone eager to play an important supporting role in the rollout, adoption, and ongoing improvement of SmartOps across the organisation. We welcome applicants from diverse backgrounds. While prior ERP experience isn't required, you should feel confident working with digital systems, be highly organised and detail-oriented, and learn quickly—bringing a collaborative and proactive approach.

## Working at PEAS

No matter what the role, team, context or country, we are all guided by our values, intrinsically motivated and energetic. We work collaboratively across functions, facing the challenges of balancing access, quality and sustainability together to deliver the best quality outcomes for students.

- Have impact - opportunity to really stretch yourself and contribute to real impact in improving the life chances of all children through educational opportunity.
- Part of the PEAS Pod - joining a small global team who are extremely effective, proactive, supportive and values-aligned
- Collaborative cross-organisation working style - enables employees to develop skills and knowledge outside of their core role

# Responsibilities of the Role



## SmartOps Implementation

- Support the rollout and adoption of SmartOps modules across departments and country offices.
- Assist with data migration, validation, and system setup.
- Provide on-the-ground and remote support during go-live and stabilization phases.
- Track, troubleshoot, and resolve system issues, liaising with vendors and internal teams as needed.
- Coordinate with technical partners and SmartOps vendors to manage updates, fixes, and enhancements.
- Document system processes, configurations, user feedback, and best practices to support long-term sustainability.
- Contribute to strengthening the wider IT ecosystem by identifying opportunities where learnings from SmartOps can support other internal tech initiatives.

## User Training

- Deliver and coordinate onboarding and training sessions for SmartOps and related tools, including induction and refresher sessions.
- Develop and maintain user guides, FAQs, and short instructional materials.
- Serve as the first-line contact for system queries, escalating complex issues appropriately.
- Promote consistent system use, adoption, and engagement through ongoing communication and support.
- Support capacity-building for broader digital tools as SmartOps becomes embedded and organizational needs evolve.

## Data Integrity

- Monitor SmartOps usage, system performance, and adoption, identifying bottlenecks and areas for improvement.
- Maintain accurate records, documentation, and data across departments and countries.
- Contribute to standardizing core processes, improving data flows, and supporting integration with dashboards or other platforms.
- Help extend standardized data practices to additional digital systems as part of strengthening the broader IT ecosystem.

## Collaboration for Impact

- Work closely with global and country operations teams to align SmartOps with operational needs.
- Support cross-country knowledge sharing and build internal capacity through contributing to shared knowledge bases and supporting colleagues
- Collaborate with vendors, consultants, and in-country IT officers to resolve issues and embed best practices.
- Engage with colleagues on other tech-related initiatives to ensure alignment, continuity, and long-term IT ecosystem strengthening.

## Administrative Support

- Assist with planning, coordination, and administration of staff training sessions.
- Provide general admin support for tech projects as required.
- Help ensure smooth communication and documentation across tech workstreams as the role expands.

*The above list provides a framework of responsibilities but should not be viewed as a definitive list, there may be other reasonable responsibilities required aligned to the role.*

# Who we are looking for



## Has

- ✓ A degree or equivalent relevant work experience.
- ✓ Strong organisational, coordination, and follow-through skills.
- ✓ Good working knowledge of Microsoft 365 tools (Teams, SharePoint, Outlook, Excel, Word).
- ✓ Experience supporting colleagues across different locations (advantageous).
- ✓ Familiarity with basic finance, HR, or operations processes (desirable).
- ✓ Interest in learning how digital systems support organisational workflows.
- ✓ Comfort working with simple data tasks (e.g., updating spreadsheets, tracking information).
- ✓ Exposure to digital tools or platforms used for project or task management (a plus).
- ✓ Strong people skills and an appreciation for how culture and collaboration contribute to organisational goals.

## Can

- ✓ Communicate clearly in both verbal and written form with technical and non-technical colleagues.
- ✓ Use the Microsoft 365 suite confidently for daily tasks.
- ✓ Manage time effectively—organised, able to prioritise, and able to deliver work on schedule.
- ✓ Approach problems proactively with a positive, solutions-focused mindset.
- ✓ Maintain attention to detail and accuracy, even when handling multiple tasks.
- ✓ Learn new software and digital tools quickly with appropriate support.
- ✓ Work collaboratively with colleagues and external partners.
- ✓ Support colleagues by sharing simple guidance or tips on systems or processes.
- ✓ Keep basic records updated and help gather or organise information.
- ✓ Create or maintain straightforward documentation such as checklists, simple guides, or process notes.

## Should be

- ✓ Values aligned and passionate about improving the life chances of all children through educational opportunity.
- ✓ Collaborative not competitive - interpersonal and communication skills to build relationships with peers across multiple departments across multiple countries of operation
- ✓ Entrepreneurial, challenging the status quo of 'this is how things are done' and be open and proactive to find solutions and trying new ideas to deliver impact
- ✓ Adaptable, approaching uncertainty with positivity and resilience
- ✓ Egoless – prepared to get stuck in
- ✓ Curious and eager to learn, especially when working with new systems or digital tools.
- ✓ Patient and empathetic when supporting colleagues with varying levels of technical comfort.
- ✓ Detail aware, taking care to keep information accurate and well organised.
- ✓ Attentive to how processes work and comfortable offering practical suggestions to make tasks easier.
- ✓ Able to adjust to changing priorities while keeping work accurate and on track.

# Our values



## Focus on Lasting Change

Our work should benefit students and communities now and for generations to come. So sustainability is core to everything we do. We consider the wider consequences of what we do, because what matters is maximum long term impact across society.



## Be Honest

Trust and integrity are everything. We are transparent about our impact and programmes. We don't support corruption. We don't pay bribes. We don't receive bribes.



## Be Collaborative not Competitive

We put true impact before personal or organisational glory. We collaborate within and beyond the organisation to maximise collective impact.



## Be Entrepreneurial

PEAS was founded with an entrepreneurial spirit and it is embedded in who we are. We are nimble, ready to respond to new opportunities and challenges. We are not afraid of taking risks and leading the way.



## Champion Empowerment

We hold each other to account. We maximise autonomy by providing high quality support to decision-makers throughout the organisation.



## Adopt a Growth Mindset

We dare to be better. We continually push ourselves to improve. We appreciate and learn from mistakes which we see as a necessary side effect of striving for ever growing impact.



## Look at the Evidence

Evidence can be scarce in our sector. We strive to make use of the available evidence while also contributing our own. Our decisions are based on research and data combined with our practical experience.

We welcome all applicants and will always treat every application fairly based on merit. As an organisation working to expand equitable access with a strong focus on girls' and one whose DEI approach is prioritising increasing gender parity in leadership roles, we strongly encourage applications from **female candidates**.

## How to apply

To apply, please click on the link <https://forms.gle/sRgESuzAP3rn1r7q8> to complete the application form and attach your CV. The closing date for all applications is the **26th of December 2025**.

**Applications received will be considered starting in early January 2026**, and candidates selected for the next stage will be informed promptly.

We are committed to ensuring our opportunities are accessible to all, so if there is any way that we can support you to be the best you can be in the recruitment process, please do get in touch by e-mail on [info@peas.org.uk](mailto:info@peas.org.uk). PEAS is highly committed to keeping children safe from harm and preventing corruption. We therefore take our responsibility to promote safe recruitment practices very seriously, including conducting appropriate reference and background checks. We also operate a zero-tolerance approach to any PEAS employees who breach our Safeguarding and Anti-Corruption Policies, which all employees are required to sign upon induction.

PEAS is an equal opportunity employer that does not discriminate in its recruitment practices and, to build the strongest possible workforce, actively seeks a diverse applicant pool.