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| **TITLE:** Senior Project Manager (Cash & Voucher Assistance) |
| **TEAM/PROGRAMME:** Transformation Delivery  | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide |
| **GRADE**: CTR B; Mid-Senior Level | **CONTRACT LENGTH:** Permanent |
| **CHILD SAFEGUARDING:** Level 2: *either* the role holder will have access to personal data about children and/or young people as part of their work; *or* they will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore, a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |
| ROLE PURPOSE: Save the Children is evolving its organisational structure in order to stay true to its mission, vision and values, whilst being able to withstand external pressures – be those geo-political demands; increasing stakeholder expectations; challenging funding environments; or declining trust in large INGOs. This is driven through our ambitious transformation agenda. Our focus is on championing the rights and interests of children worldwide, putting the most vulnerable children first and to do this we need to ensure we effectively connect with the children and families we support as well as the communities and partners we work. The Senior Project Manager (Cash & Voucher Assistance) sits within the Digital Programming team at Save the Children International, which is responsible for leading the digital transformation of our work with children. This forms a central pillar of our strategy to deliver a greater impact to far more children in the 120 countries in which we work. The Digital Programming team is putting in place the processes, platforms, tools and resources that enable Save the Children staff to design, deliver and scale safe, high quality digital programmes. One of our greatest opportunities lies in adopting a more person-centric approach to managing data, leveraging workflow digitalisation and automation to accelerate our interventions, and unlocking additional value by utilising participant data across multiple programs to harness the resulting synergies.As a crucial first step, our Integrated CVA Management project aims to transform our ability to efficiently deliver Cash and Voucher Assistance (CVA) programs at scale by implementing a digital solution that registers participants and manages the entire CVA lifecycle.   Automation of the CVA processes will reduce manual effort, eliminate processing errors, and shorten our response time. It will enhance transparency and accountability for our donors, while laying the digital foundations for delivering cross-programmatic, person-focused interventions in the future.  The role of the Senior Project Manager (CVA) will be to deliver on our priorities for this initiative. This will include setting up the governance, ensuring the required team / reference groups are in place, establishing a robust plan, working with the BA to complete the current and future state analysis, determining options to move forwards, identifying and proposing mitigations for project risks and issues, defining the costs and benefits and coordinating the required governance to move each stage of the project through the approvals process. The Senior Project Manager will also need to effectively coach and guide project team members, ensuring they are held accountable for delivery.The role holder will be responsible for establishing project management practices utilising SCA’s Project Lifecycle, managing relationships with key stakeholders and driving continuous improvements. Prior experience in delivery of global transformation initiatives is therefore essential for candidates applying for this role, in either the INGO sector or the private sector. |
| **SCOPE OF ROLE:** **Reports to:** Project Lead (CVA)**Staff reporting to this post:** None initially although this may change as the project evolves. **Budget Responsibilities:** The role will be responsible for managing the budget associated with the project which will be part of the wider Digital Programming departmental budget managed by the Director of Digital Programming**Role Dimensions**: This project has many stakeholders across Save the Children International countries, regions and centres, as well as Save the Children members. We work in around 120 countries worldwide and employ around 17,000 staff within Save the Children International and a further 8,000 within the Save the Children member organisations. We are a highly matrixed organisation with a complex accountability structure. |
| **KEY AREAS OF ACCOUNTABILITY:** * Ensure prioritisation of the initial area of focus including assessing the short-term opportunities vs. longer term implementation that would be required to deliver the required outcomes
* Drive the delivery of the feasibility study and preparation for start-up including working in partnership with the key SCA stakeholders and external partners (where relevant) to ensure the required analysis is completed and the outcomes are balanced and representative of the organisational context and constraints
* Ensure the feasibility is completed in line with the Project Delivery Methodology and associated tools and templates with a specific focus on how we work in line with an Agile approach rather than a traditional waterfall approach
* Ensure reference groups are put in place to ensure the required input is received from functional SMEs from both SCI and Members
* Work with the Business Analyst to ensure the required analysis is defined and agreed
* Oversee the completion of the analysis, providing hands on analytical support as required and ensuring review and sign off of the completed analysis in support of the BA
* Ensure the relevant SMEs required to complete the analysis are understood and made available to provide input to the feasibility
* Ensure impacts of the project including impact on the wider portfolio, change impact and financial impacts are understood and included within the feasibility documentation
* Ensure project controls including risks, issues and dependencies are documented and reported in line with the Portfolio Management Office requirements and any critical issues are escalated quickly through the agreed channels
* Create and manage a plan for the feasibility in addition to, as part of the start-up preparation determining the initial full project timeline
* Take the lead in creating the structure of the feasibility documentation considering a revised approach focused on Agile nd how this will need to be considered when adapting our traditional approach
* Provide input to the wider updates to the Project Lifecycle that will be developed to include the new approach to managing Agile projects
* Lead the governance process ensure sufficient time is available for review and sign off from the relevant leaders that are agreed up front
* Lead engagement with stakeholders across the movement including engagements with senior stakeholders from SCI and impacted Members
* As part of the Start-Up preparation, define the longer-term team structure, budget and initial plan
* Create the scope definition and implement change control in line with the PMO principles
* Bring Agile expertise to the feasibility and start-up to ensure there is full understanding of the approach and how this will work within our context, pulling in external expertise to facilitate the process and train team members as needed
* Manage preparation for required stage gate reviews
* Provide day to day management support to the project team ensuring they have a clear understanding of their role in the project. Support their line manager/s with the performance management process providing timely feedback
* Set up and maintain the repository of documentation for the project
* Implement best practices and procedures in project management within the project and contribute to the continuous improvement of the Project Lifecycle
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| **SKILLS AND BEHAVIOURS (SCI Values in Practice**) **DELIVERING RESULTS:*** Maintains a broad strategic perspective at the same time as an awareness of the detail of a situation
* Establishes clear and compelling objectives with teams and individuals and monitors progress and performance
* Creates and applies measures and metrics to track performance
* Holds others accountable for achieving results and challenges underperformance
* Demonstrates financial awareness and a concern for cost effectiveness

**DEVELOPING SELF AND OTHERS:*** Gives regular positive and constructive feedback to others
* Identifies clear development needs and development
* Plans through regular constructive reviews of their own performance (and their team’s where appropriate)
* Creates space for others to learn and provides challenging and stretching tasks and assignments when people are ready for them
* Coaches others to learn from their experiences on the job and to use the resources available to them

**APPLYING TECHNICAL AND PROFESSIONAL EXPERTISE:*** Makes decisions based on professional expertise and experience without deferring unnecessarily to others
* Shares knowledge and best practice on technical solutions so that others can make best use of that expertise
* Actively seeks new ways to develop the application of technical and professional standards within the team

**WORKING EFFECTIVELY WITH OTHERS:*** Enables people from a wide range of backgrounds and perspectives to contribute to positive outcomes
* Breaks down silo working and challenges behaviours that are not collaborative
* Knows when to follow and lend leadership to strengthen other leaders
* Recognises when trust is broken and seeks to resolve conflict and re-establish trust

**PROBLEM SOLVING AND DECISION MAKING*** Gathers the right information and uses critical thinking to make effective and timely decisions
* Stays with a problem or challenge until a solution is reached or is no longer reasonably attainable
* Knows when to involve others in a decision
* Demonstrates awareness of the wider external influences that impact on decision making

Simplifies processes and procedures wherever possible |
| **QUALIFICATIONS** * Bachelor’s degree or equivalent work experience
* Understanding of a structured Project methodology (e.g. PRINCE2) or accredited Project Management training (APM or PMI)
* Understanding of Agile approaches to project delivery and related qualifications or equivalent experience
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| **EXPERIENCE AND SKILLS****Essential*** An extensive track record of successfully managing large and complex projects and programmes that include systems, processes and operating model changes
* Extensive experience leading projects focused on the transformation journey in the Digital space, demonstrating experience implementing short term quick wins as well as longer term high value implementation
* Demonstrable experience and in-depth knowledge of programme and project practices and standards
* Experience leading an innovative project, where there is a requirement to develop an outcome that has not previously been delivered in the same way more broadly in the market
* A proven ability to deliver projects on time / on budget, using project management processes and tools including risk management, benefits management, financial management and quality assurance
* A proven ability to apply excellent analytical and problem-solving skills, and to work collaboratively to deliver of effective solutions to project related issues. This will include taking on hands on analysis activities to support the wider team as required
* Highly developed organisational awareness and ability to understand any sensitivities within a complex multi-stakeholder structure; and think creatively and strategically to overcome obstacles to cooperation and progress
* Strong team leadership abilities with the ability to motivate and mobilise individuals outside their reporting line
* Excellent communication skills (written & oral English), including the ability to communicate and influence at all levels of the organisation
* Able to demonstrate instances of initiative that have delivered organisational benefits

**Desirable**:* Proficiency in a second core language of Save the Children (French, Spanish, Portuguese or Arabic
* Experience of implementing cash or voucher assistance programmes in either a humanitarian or development context
* Non-profit sector knowledge/experience
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| **Equal Opportunities** The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Health and Safety**The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Additional job responsibilities**The job duties and responsibilities as set out above are not exhaustive and the post holder may be required to carry out additional duties within reasonableness of their level of skills and experience. Some degree of international travel maybe required.**Date:** |
| **JD written by:** Suzanne Vincent  | **Date:** 22nd November 2022 |
| **JD Reviewed and Updated by:** Charlie Sword | **Date:**  |
| **JD agreed by:** Michael Koutstaal | **Date:**  |
| **Evaluated:**  | **Date:**  |