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| **TITLE:** Head of Digital Solutions | | |
| **TEAM/PROGRAMME:**  SCI Transformation Delivery/ Digital Programming | **LOCATION:** London, UK or any existing Save the Children International Regional or Country office worldwide. | |
| **GRADE**: B – Senior Level | **CONTRACT LENGTH:** Permanent | |
| **CHILD SAFEGUARDING:**  Level 2: *either* the post holder will have access to personal data about children and/or young people as part of their work; *or* the post holder 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:**  The Head of Digital Solutions 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.  The Head of Digital Solutions is responsible for identifying 3rd party solutions to specific strategic challenges and ensuring that we partner effectively to bring these to scale. An example might be introducing a clinical decision support tool for frontline healthcare workers. With responsibility for defining our roadmap and ensuring the successful introduction, adoption and usage of these solutions, this role will play a central, highly visible role in achieving our ambitious goals for 2030.  To be successful, the Head of Digital Solutions will welcome the challenge of driving a digital transformation in an environment with lots of ambiguity and insufficient data. They will pick up and manage projects from day one and should be open to rolling up their sleeves and getting stuck into the nuts and bolts of the organisation and our local contexts. That makes this position a suitable next step for someone who can bring their experience of implementing digital solutions in a development or humanitarian context to an organisation where they will be able to deliver lasting impact at scale and make a positive difference to the lives of millions of children. | | |
| **SCOPE OF ROLE:**  **Reports to:** Director of Digital Programming  **Staff reporting to this post:** This Head of Digital Solutions will be responsible for building the team required to be successful in 2023 and beyond.  **Budget Responsibilities:** The role will be responsible for managing the budget associated with each new project and with the in-life management of existing solutions.  **Role Dimensions**:  As well as working closely with the wider Digital Programming team, this role will have regular engagement with senior leaders and with programme design, operations and IT colleagues from across the organisation. This role will also work closely with the external organisations that we will partner with to bring solutions to scale. 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:**   * Work with key senior stakeholders to prioritise strategic challenges that digital solutions have the potential to address and define criteria for selecting 3rd party solutions * Define pathway from identifying solutions to translating them to our contexts, testing, refining and scaling them ​ * Work with the Digital Programme Partnerships Manager to identify best-in-class 3rd party solutions to our most pressing challenges and partner to bring them to scale​ * Ensure that new solutions are delivered on time, within budget and in compliance with the SCI Project Delivery Methodology * Ensure that all digital solutions have the support they need to be embedded and scaled​ * Identify and manage the budget required to deliver and manage the portfolio * Establish appropriate metrics for each solution to measure our impact and the value we bring; ensure that these are communicated and achieved * Identify opportunities to improve the performance of the solutions themselves and/or their application in our programmes * Develop, motivate and manage the team required to deliver our long-term objectives. | | |
| **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 an Agile approach to project delivery (or ability to quickly learn) | | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Extensive product leadership experience across the full product lifecycle * Experience of implementing digital solutions in a range of humanitarian and/or development settings * 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 communication skills (fluent written & oral English), including the ability to communicate with different types of audiences with different levels of understanding of the subject matter * A proven ability to apply excellent analytical and problem solving skills, and to work collaboratively to deliver effective solutions to project related issues. This will include taking on hands-on analysis activities to support the wider team as required * Good project management skills with experience of working across the project lifecycle using a structured methodology * Strong team leadership abilities to motivate, support and guide team members and ensure they are clear on their responsibilities and are held to account for their delivery * Experience and capability in change management * Experience of identifying and delivering process improvements, which make a real impact - you are always looking for ways to make things more efficient and streamlined * Willingness and ability to travel   **Desirable**   * Proficiency in a second core language of Save the Children (French, Spanish, Portuguese or Arabic | | |
| **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 may be required. | | |
| **JD written by:** Charlie Sword | | **Date:** 25th May 2022 |
| **JD agreed by:** | | **Date:** |
| **Job Description updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |