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| **TITLE:** Project Manager(Digital Programming) | | |
| **TEAM/PROGRAMME:** Transformation Delivery / Digital Programming | **LOCATION:** London, UK or any existing Save the Children International Regional or Country office worldwide | |
| **GRADE**: C, 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:**  The role of Project Manager 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 Project Manager is responsible for implementing a suite of tools that local teams will depend on for the effective delivery of a wide range of digital programmes across different thematic areas (including health, education and child protection). The initial focus will be on delivering messaging platforms that can support a number of use cases like bite-sized learning, social behaviour change communications and feedback. | | |
| **SCOPE OF ROLE:**  **Reports to:** Head of Digital Enablers  **Staff reporting to this post:** Matrix manager to a Business Analyst.  **Budget Responsibilities:** The role will be responsible for managing a limited budget during the early stages of the projects. This will likely increase if the feasibility results in a formal project being initiated.  **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:**   * Drive the delivery of the project, where appropriate using the PM toolkit that has been developed within SCI * Review and assess all the data, design and implementation to date to define and validate the associated benefits, the feasibility of the plan and the resources required to deliver the required interventions * With the Product Owner, review and define the structure of the project so that the objectives for each workstream are clear and resources can be identified for successful delivery * Establish and manage ambitious but achievable, committed plans for each workstream and for the overall project, taking into consideration business deadlines, dependencies, resources, and costs * Identify opportunities for consolidating activities across workstreams for economies of scale or simplified implementation * Drive the project to a regular beat: monitor workstream activity, manage adherence to plan and resolving obstacles to delivery. Note that workstream leads will typically be business SMEs and the PM role includes coaching and supporting them in driving the activities within a workstream. * Put the project controls in place   + Plan   + Resource spreadsheet identifying what resources required each month   + Risks/Issue management   + Finances   + Interdependencies   + Scope Management * Maintain the project controls and use them to drive the delivery of the project, proactively identifying and managing project risks and issues, driving actions to mitigate or resolve. * Provide regular status reports that support effective decision making with the project, at the Management Review Group (MRG) and across the portfolio of projects, with clear escalation and decision-making. * Set up and maintain the repository of documentation for each stage of project lifecycle, ensuring that all documentation has a clear purpose in driving the project forward. * Implement best practices and procedures in project management within the project and contribute to the continuous improvement of the project management toolkit. * Work with the Global Change Manager (to be recruited) to ensure all change activities are incorporated into the plan and that there is a communications plan that includes channels to stakeholders in geographically disperse locations. | | |
| **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 track record of successfully managing a programme or project in software development and implementation. * Proven experience of using and leading change management activities including change impact assessment, stakeholder management, managing resistance, building change capacity, designing and defining roles and responsibilities. * Proficient demonstrable skills in managing and reporting complex projects within a Portfolio Office/PMO structure * 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 * Comprehensive management and influencing skills with experience of working with senior level executives * Ability to resolve issues swiftly and decisively whilst safeguarding standards and procedures * 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 present to all levels of the organisation * Cultural awareness and experience of delivering solutions internationally   **Desirable**:   * Proficiency in a second core language of Save the Children (French, Spanish, Portuguese or Arabic) * Non-profit sector knowledge/experience | | |
| **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. | | |
| **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:** Charlie Sword | | **Date:** 25th May 2022 |
| **JD Reviewed and Updated by:** | | **Date:** |