

<b>TITLE:</b> Regional T4D Support Officer	
<b>TEAM/PROGRAMME:</b> Transformation Delivery	<b>LOCATION:</b> Any existing SCI location
<b>GRADE:</b>	<b>CONTRACT LENGTH:</b> Permanent
<p><b>CHILD SAFEGUARDING:</b>  Level 2: <u>either</u> the post holder will have access to personal data about children and/or young people as part of their work; <u>or</u> 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).</p>	
<p><b>ROLE PURPOSE:</b>  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; reduced access to funding; or declining trust in large INGOs. This is driven through our ambitious transformation agenda.</p> <p>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.</p> <p>The Regional T4D Support Officer is a key part of the Digital Programming team at Save the Children International, which is responsible for leading the digital transformation of our work with children. This work is 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 and our partners to design, deliver and scale safe, high quality digital programmes.</p> <p>One of our top priorities is to provide a suite of tools that our 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). In addition to data collection and case management tools, these will include messaging and content management platforms to train and support teachers, healthcare workers and other professionals remotely.</p> <p>You will be responsible for training colleagues within your region on these new digital tools and processes and for ensuring that the tools are configured correctly in advance. In addition, you will contribute to the design and production of training materials for your region. The Regional T4D Support Officer will deliver training via various methods and channels, including face to face training, Training of Trainers, online Q&amp;A sessions etc. to ensure successful roll out and consolidation. As well as configuring global apps and tools for countries within the region, this role will also dedicate some of their time to developing new global apps and templates for the benefit of all teams.</p>	
<p><b>SCOPE OF ROLE:</b>  <b>Reports to:</b> Global T4D Specialist</p> <p><b>Staff reporting to this post:</b> None.</p> <p><b>Budget Responsibilities:</b> None.</p>	

**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:**

You will work with colleagues in the Digital Programming team, with subject matter experts from across the organisation and with our technology partners to:

**Technical Training (40%)**

- Become highly capable and proficient in the solution being deployed to train staff in the wider business
- Support the design and development of high-quality engaging instructor-led and self-directed training material
- Adapt training material to regional context in an engaging and user-friendly manner for uptake
- Develop training delivery plan for designated countries to ensure all audiences are trained prior to go live
- Proactively verify whether all preconditions are in place for training (attendance, systems)
- Deliver the training in an engaging and user-friendly manner, ensuring all stakeholders receive the necessary training
- Verify the full understanding of the trained staff, ensuring readiness for roll out and consolidation, in conjunction with key stakeholders
- Monitor and record the quality of all training and scrutinise participant's feedback to ensure learning is well received. Evaluate and propose any changes
- Where necessary challenge the solution and training approach to optimise success in line with the organisational goals set by the project
- Act as the reference point for ongoing training requirements and queries
- Closely interact with other team members to ensure continuous learning and improvement
- Liaise with Regional and Country Office staff to plan and execute training deliverables, including confirmation of training attendees.

**Configuration and Support (40%)**

- Agree configuration requirements with RO and CO in conjunction with project lead(s) or product owner(s) and within agreed parameters
- Configure global apps and templates according to the RO and CO requirements
- Conduct end-to-end testing of all the configurations done to the app/messaging template
- Provide technical support in deploying the configured CommCare App or message template

**Development (20%)**

- Lead development of agreed global CommCare apps, Kobo Forms using XLSForms and/or messaging templates
- If required, conduct an initial assessment of RO and CO needs in collaboration with programme teams in the regional and country offices and a Business Analyst, if required
- Produce a detailed user requirements document or ToR that includes timeline, key milestones and final deliverables to address these needs

- In collaboration with RO and CO teams, conduct testing of all aspect of each CommCare app or messaging template developed to ensure it meets programme needs.
- Develop a standard operating procedure for each CommCare app or messaging templates where applicable.
- Ensure appropriate standards are always adhered to during development including data protection impact assessment

#### SKILLS AND BEHAVIOURS (SCI Values in Practice)

##### Accountability:

- holds self accountable for key areas of accountability listed above
- holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
- holds team members and partners accountable to deliver on their input and responsibilities

##### Ambition:

- translates the ambitious and challenging goals for SCI projects in proactive action to avoid work or complications in a later stage, engages and encourages all relevant stakeholders, takes responsibility for their own personal development in this respect
- widely shares their personal vision for Save the Children, engages and motivates others
- future orientated, thinks strategically and on a global scale

##### Collaboration:

- builds and maintains effective relationships, with their team, colleagues, stakeholders and business representatives
- values diversity, sees it as a source of competitive strength
- approachable, good listener, easy to talk to.

##### Creativity:

- develops and encourages new and innovative solutions
- willing to take disciplined risks.

##### Integrity:

- honest, encourages openness and transparency; demonstrates highest levels of integrity

#### QUALIFICATIONS

##### Experience and skills

- Bachelor's degree Information Technology or related field
- Minimum of 5+ years' experience with at least 4 years proven experience working on mobile app development using CommCare or any other offline data collection tool (e.g. KoboCollect/SurveyCTO/ODK)
- Proven experience of training adults using modern methods, in systems and business processes, ideally within a multi-national implementation project.
- Knowledge of, and experience with, a variety of training methods; ability to be innovative and flexible according to the situation to ensure effective delivery.
- Excellent aptitude to learn complex system and processes and apply a learning model in order to build capability in others
- Demonstrable ability to work with a wide range of stakeholders in a large and complex organisation
- Highly developed cultural awareness and the ability to work well in an international environment with people from diverse backgrounds and cultures
- 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
- Strong analytical and problem-solving skills, comfortable with the unknown

<ul style="list-style-type: none"> <li>• True passion for results, responsibility and proactivity</li> <li>• Competence in MS office applications. IT literate with the capacity to use and learn other IT systems</li> <li>• Willingness and ability to travel</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of designing and producing e-learning</li> <li>• Experience of identifying and delivering process improvements - you are always looking for ways to make things more efficient and streamlined</li> <li>• INGO experience</li> <li>• Competent in Power BI</li> <li>• A second language, preferably French, Spanish or Arabic.</li> </ul>	
<p><b>Equal Opportunities</b>                  The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.</p>	
<p><b>Health and Safety</b>                  The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.</p>	
<p><b>Child Safeguarding</b>                  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.</p>	
<p><b>Safeguarding our Staff</b>                  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy</p>	
<p><b>Additional job responsibilities</b>                  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.</p>	
<p><b>JD written by:</b> Charlie Sword</p>	<p><b>Date:</b> 20/12/2021</p>
<p><b>JD agreed by:</b></p>	<p><b>Date:</b></p>
<p><b>Job Description updated By:</b> Clifford Amoko</p>	<p><b>Date:</b> 21/08/2023</p>
<p><b>Evaluated:</b></p>	<p><b>Date:</b></p>