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| **TITLE:** Project Lead(Digital Messaging) | | |
| **TEAM/PROGRAMME:** Transformation Delivery/Digital Programming | **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 Project Lead (Digital Messaging) 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 the greatest opportunities for Save the Children to transform the reach and efficiency of its programming is to harness digital forms of communication to train, engage, nudge and learn from those we wish to support. But a key barrier to the widespread adoption of digital forms of communication is that many of our local teams do not know how to select the most suitable messaging platform for their needs and deploy messaging effectively in their programmes. Our Digital Messaging project aims to enhance audience engagement and communications in our programming - a key priority in our 2022-24 strategy – by providing a central digital capability for our implementing offices and partners. It is the role of the Project Lead (Digital Messaging) to help Save the Children achieve this ambition.  To be successful, the Project Lead (Digital Messaging) should be open to rolling up their sleeves and getting into the nuts and bolts of the organisation. They should also welcome the challenge of driving a digital transformation in an environment with lots of ambiguity and insufficient data but with huge potential to make a positive difference to the lives of millions of children. | | |
| **SCOPE OF ROLE:**  **Reports to:** Head of Digital Enablers  **Staff reporting to this post:** The team will initially comprise a Senior Project Manager and a Global Change Manager. This role will also be matrix manager to a Business Analyst. The team will likely increase in size as we progress.  **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.  **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:**   * Develop the vision and roadmap for our digital messaging capability with a clear value proposition and business case articulated for each phase of the delivery; ensure sustained buy-in from senior stakeholders and governance bodies * Define and manage the budget, team and plan required to deliver this capability * In collaboration with relevant technical working groups and other key stakeholders ensure that requirements are understood, opportunities identified and buy-in secured * Evaluate and source best-fit technology and implementation partners that will allow us to deliver and manage our digital messaging capability at scale * Ensure that we have a training approach, plan and support model that will empower our local teams to achieve their programme goals * Ensure that local teams are successfully onboarded in line with the rollout plan and that they are able to use our digital messaging capability to best effect; * Identify opportunities to improve this capability and its application in our programmes; * Establish appropriate metrics to measure our impact and the value we bring; ensure that these are communicated and achieved * Provide day-to-day management support to the project team ensuring they have a clear understanding of their role in the project and are motivated to deliver. Where applicable, support their line manager with the performance management process providing timely feedback * Ensure that new capabilities are delivered on time, within budget and in compliance with the SCI Project Delivery Methodology * Implement best practices and procedures in project and change management within the project and contribute to the continuous improvement of the Project Lifecycle | | |
| **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 and related qualifications or equivalent experience | | |
| **EXPERIENCE AND SKILLS**  **Essential**   * A successful track record of managing large and complex projects for global organisations that include systems, processes and operating model changes * Extensive experience leading the implementation of messaging platforms, communications platforms, and/or customer engagement platforms to support the delivery of mobile content and strengthen audience engagement * Demonstrable experience and in-depth knowledge of programme and project practices and standards * Experience leading an innovative project to deliver an outcome that has not previously been accomplished elsewhere in the sector * 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 effective solutions to project related issues. This may 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 applying social behaviour change methodologies and approaches successfully in the public, development or humanitarian sectors. | | |
| **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:** Charlie Sword | | **Date:** 21st April 2023 |
| **JD Reviewed and Updated by:** | | **Date:** |
| **JD agreed by:** | | **Date:** |
| **Evaluated:** | | **Date:** |