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| **TITLE:** Global Change Manager – Global Shared CMS  |
| **TEAM/PROGRAMME:** SCI Transformation Delivery – Shared Services for CRM  | **LOCATION:** UK (London or Remote) 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 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 Global Change Manager sits within the Project and Change Management Team that is part of the Transformation Delivery Department within Save the Children International. This team is responsible for managing the change management activities and deployment of projects into 60 Country and Regional offices and 29 Member organisations. We support different types of Transformation Projects and Programmes relating to Business Process, Organisation and System changes. In Save the Children we currently have a range of different Content Management Systems (CMS) being used across the movement. With this project we are looking to implement a Global CMS Platform that is centralised and is supported through a shared service. Through doing this we aim to revolutionise Save the Children’s ability to rapidly deploy global online campaign’s utilising a centralised pool of technical resources to maintain and deploy functionality across the movement. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders across the movement. The project is about to go-live with Phase 1, focused on the MVP, and it is entering Phase to expanded scope. Through delivery of this project, we aim to streamline and offer a standardised core CMS solutions, accessible across our movement. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders from across the movement, and ability to adapt with priorities changes. As the Global Change Manager for the Global Shared CMS project, you will be responsible for understanding the context, stakeholders and assessing the impact of the changes to move forwards in terms of our people, processes, data, technology and policy & governance as well as our global legal requirements. You will work closely with the wider Project Team to agree priorities and develop a robust change plan and monitor progress against this plan. You will also be accountable for development and delivery of all required change interventions and working with the communications team (if required) to ensure engagements are effectively managed. The project is transitioning from Waterfall methodology to Agile methodology ways of working.The role holder will be responsible for managing the Change Management deliverables as part of the defined Save the Children Project Lifecycle. Examples include the stakeholder matrix, change & communications plan, change impact assessment etc. Core to this role will be ensuring effective alignment with wider transformation initiatives as well as effectively managing relationships with key stakeholders and driving continuous improvements. This role also requires the holder to work closely with the Global Fundraising for Save the Children, from across the globe. Externally, the role will be required to work closely with third parties such as consultants and technology partners to understand and assess the impact of proposed ways of working, approaches and communications. There will be a need to consider the change implications and approach, not only directly on the project stakeholders, but also on the wider organisation to managing the change successfully and embed new practices and ways of working.  |
| **SCOPE OF ROLE:** **Reports to:** Project Lead and dotted line to the Head of Projects and Change Management**Role Dimensions**: The Project and Change team comprises the Director, Project and Change Management, Head of Project Delivery, Head of Change Delivery, Head of Business Analysis and Business Architecture, ~10 Project Managers, ~10 Global Change and Deployment Managers and ~8 Business Analysts who are based in the London office, along with ~5 Senior Change Analysts. This role will work very closely with the key project stakeholders across the organisation.  |
| **KEY AREAS OF ACCOUNTABILITY :** * Responsible and accountable for all aspects of change management and deployment of the project.
* Implement best practices and procedures in change management within the project and contribute to the continuous improvement of the change management toolkit, in coordination with the Head of Projects and Change.
* Work closely with the Project Manager assigned to the project to ensure all change auditable deliverables are incorporated into the overall project plan in Planview and that you contribute to keeping the RAID log reflective of risks and issues the project faces.
* Work closely with the Business Analyst and Product Owner to ensure the requirements gathering work and change work complement and strengthen each other.
* Contribute towards lessons learned exercises for the project after each stage gate
* Manage communication channels with stakeholders in geographically disperse locations
* Proactively and confidently communicate and advocate for the project with a variety of stakeholders to help with project awareness and buy-in
* Define the change and stakeholder groups and conduct a change impact assessment to determine how the project will impact the individuals and teams identified
* Define the approach to rollout the change and create a deployment toolkit that can be used at the local level to ensure the change in embedded
* Ensure that all four phases of the TDIT Change Approach are applied to the project and is aligned to the overall project plan and timeline:
* **Diagnose & Prepare:** Ensure the fundamentals are in place to kick off the change effort

Develop detailed change and impact analysis to identify the difference between current and future states* + - Develop stakeholder analysis and ensure that feeds into the development of change and comms planning
* **Planning the Change:** Plan the activities that will be required to implement the change
	+ Develop detailed transition plans which captures all necessary activities at project and country level to manage the change process and deliver the solution
	+ Develop and manage the change and comms plan so that the engagement with impacted stakeholders is well planned and coordinated.
	+ Deliver a Training Needs Analysis and subsequent training plan
* **Getting People Ready:** Get staff across the regions and countries ready to receive the change
	+ Create a deployment toolkit with a rich set of materials that help stakeholders in the impacted offices understand and implement the change
	+ Deliver the activities and interventions as defined in the Change and Comms Plan
	+ Prepare training material and deliver training
	+ Carry out an assessment of readiness to ensure all stakeholders and governance are aligned on go live
* **Implement the Change:** Implement the change and close any gaps identified before handing the work required to maintain the change over to the organisation
	+ Complete final comms and change activities in run up to Go-Live
	+ Develop and implement transition to BAU plans and manage post go-live support
	+ Contribute towards the Project Close Out Report
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| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self-accountable for smoothening the implementation and consolidation of project solutions by challenging the requirements and design
* holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the Lead Country Director and their key country resources accountable for their input and judgements per Phase

**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 C&D team, SCI project leads, project managers, PMO and representatives from the field
* 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
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| **QUALIFICATIONS** Educated to degree level / equivalent work experience |
| **EXPERIENCE AND SKILLS****Essential*** Demonstrated experience and capability in change management and supporting the delivery of major projects in regards to business processes and systems within a large and complex international organisation as well as changes to organisation structure and ways of working
* Experience of working across project phases to deliver change management oversight and interventions
* Experience in transitioning and embedding project approaches and methodology within an organisation, preferably from Waterfall to Agile
* Demonstrable ability to challenge the user-friendliness of set up, requirements and design for implementation and regular usage
* Experience of solving issues through analysis, definition of a clear way forward and ensuring buy in
* Excellent communication and interpersonal skills. Engaging as well as assertive, influencing and negotiating
* Affinity, knowledge and experience of working within a standardised project/change methodology
* True passion for results, responsibility and proactivity
* Competent in MS Word, Excel and PowerPoint
* Willingness and ability to travel
* Cultural awareness and experience of delivering solutions internationally

**Desirable*** Previous experience of managing change on projects focused on the transformation journey of a Customer Management System Platform for a global organisation
* INGO experience
* Experience in working with off-site project team members
* Experience of delivering solutions internationally
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| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **Equal Opportunities** The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity 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 |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by: Tania Vera** | **Date:** 03rd November 2023 |
| **JD agreed by:** | **Date:** |
| **Updated By:**  | **Date:** |
| **Evaluated:** | **Date:** |