|  |  |
| --- | --- |
| **ROLE PROFILE: SENIOR MANAGER, GLOBAL CHANGE – SCUSI** |  |
| Position Title:  | Senior Manager, Global Change - SCUSI  |
| Position ID: | 212570989 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | TDIT – SCUSI Project | **Grade** | M3 |
| **Reports To (Title)** | Deputy CTO | **Contract Length** | Permanent |
| **Location** | Any existing SCI office location | **Time-zone** | Any |
| **Languages** | English | **Headcount** | 1 |

|  |
| --- |
| **Team and Job Purpose** |
| **Team 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; reduced access to funding due to localisation; or declining trust in large INGOs. This project is focused on designing and implementing a future-oriented and more flexible operating model whilst maintaining the integrity, cohesion and reputation of the Save the Children movement. **Role purpose**The Global Change Manager will be accountable for understanding the context, and identifying and incorporating stakeholders into the change plan and ensuring its successful deployment across our Country Offices and Members. They will be responsible for assessing the impact of change resulting from the proposed solution, and implementation options in terms of our people, processes, data, technology, policy & governance as well as our global legal requirements. They will work closely with individual the wider Project Team to agree priorities, develop robust change plans, and monitor progress against these plans. There will be a need to consider the change implications and approach, not only directly on the stakeholders, but also on the wider organisation to manage the change successfully and embed new practices and 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, including e.g. a Stakeholder Matrix, Change & Communications Plan, and 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. Externally, the role may 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. In time, the role holder will be required to work alongside Regional Change Managers, within Member offices, embedding change at a global and collaboratively on a local level. |

|  |
| --- |
| **Principal Accountabilities** |
| 1. Develop detailed change impact analyses to identify the difference between current and future states across all workstreams in the initiative, and ensure that all people, process and system changes are documented, understood and effectively communicated
2. Define a change approach to ensure that the desired changes are delivered effectively and in a sustainable way
3. Develop detailed transition plans which capture all necessary activities at project and country level to manage the change process and deliver the solutions
4. Develop a stakeholder analysis and ensure that it feeds into the development of change and comms planning
5. Develop and manage the change and communications plan and the stakeholder engagement plan and ensure this factors in all key requirements
6. Develop communications and change management material to support the engagements – such as a Compelling Story, Current/Future State Analysis, and overall change impact assessments
7. Initiate various pathways of interactive communication that contribute to the acceptance, support and implementation success of the initiative
8. Define the approach, manage the workstream plan, and ensure effective delivery of the outcomes of this workstream
9. Develop and manage an ‘internal’ change and communications plan for the project team, reference groups and governance groups, to ensure they are kept abreast of plans, progress and changes and that their input is integrated into the initiative
10. Act as a key part of the Project Management team, supporting the Project Lead to ensure change is effectively managed for the project, acting as a stand in for the project lead in key governance forums etc. during absence
 |

|  |
| --- |
| **Budget** |
| None |

|  |
| --- |
| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: NoneManager of a team: NoTeam Manager (manager of multiple teams): No |

|  |
| --- |
| **Size of Remit** |
| Global |

|  |
| --- |
| **Travel Requirements** |
| International travel required: YesPercentage of required for travel: Up to 10% |

|  |
| --- |
| **Key Relationships** |
| **Internal** (excluding direct team and manager)* SCI SLT
* SCUS Member SLT and Staff
* Country Office SLT and Staff
* Legal
* Finance Leadership Team
* Member Leadership Representatives and Sponsors (where relevant)

**External*** External Legal Advice
 |

|  |
| --- |
| **Competencies** |
| Cluster: LeadingCompetency: Leading and inspiring othersLevel: Leading EdgeBehavioural Indicator: Inspires people to reach the highest standards of performance and to feel a sense of pride in belonging to the organisation Cluster: LeadingCompetency: Delivering resultsLevel: AccomplishedBehavioural Indicator: Establishes clear and compelling objectives with teams and individuals and monitors progress and performanceCluster: ThinkingCompetency: Problem solving and decision makingLevel: AccomplishedBehavioural Indicator: Makes informed strategic decisions based on full evaluation of the opportunities and risks of each idea and solutionCluster: ThinkingCompetency: Innovating and adaptingLevel: AccomplishedBehavioural Indicator: Anticipates change and adapts their (and their team’s) plans and priorities accordinglyCluster: EngagingCompetency: Communicating with impactLevel: AccomplishedBehavioural Indicator: Promotes dialogue with key stakeholders through active listening and effective questioning Cluster: EngagingCompetency: NetworkingLevel: AccomplishedBehavioural Indicator: Builds strong relationships with a broad range of stakeholders |

|  |
| --- |
| **Experience and Skills** |
| **Essential**1. Considerable experience in leading the Change Management of large, global, transformation projects within Save the Children or equivalent scale organisation across both System and Non-System change. Demonstrates direct accountability for issue resolution and capacity building to empower others in problem-solving as well as a passion for achieving results and displaying proactivity
2. Extensive experience working across multiple project phases to deliver change management oversight and interventions effectively
3. Familiarity with industry change management standards including evidence of completing formal training, with the ability to hold project teams accountable to those standards
4. Demonstrated experience in engaging and collaborating with global stakeholders across various levels of the organisation including Senior Leaders, from diverse contexts. Ability to build and maintain effective working relationships with team members, colleagues, members, and external partners
5. Demonstrable experience assessing change impact across complex system and non-system transformation including documenting as-is and to-be process and interventions to manage transition
6. Strong analytical skills with the ability to define a clear way forward, resolve issues, and secure stakeholder buy-in
7. Demonstrable coaching skills to develop others' capabilities in change management
8. Experience working in a dynamic environment characterised by high levels of change and quick turnaround times while maintaining high standards of delivery
9. Project Specific Experience: Experience leading change for a project focused on systems and behavioural change for a complex global stakeholder group where digital literacy is varied

**Desirable*** Non-profit sector knowledge/experience (especially international development projects)
* Second language – French, Spanish or Arabic
 |

|  |
| --- |
| **Education and Qualifications** |
| **Essential*** Bachelor’s degree or equivalent work experience
* Understanding of a structured Change Management Methodology or accredited Change Management training

**Desirable*** External Change Management Accreditation
 |

|  |
| --- |
| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.Level 1: A basic criminal record background (DBS) check is required/equivalent police record check. |

|  |
| --- |
| **Diversity, Equity and Inclusion and Equal Opportunities**  |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.   We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.  Reasonable adjustments will be made should any candidate invited to interview require this.     |

|  |
| --- |
| **Version Control and Approval** |
| Version | Date | Author | Reviewer | Approver |
| 1 |  | Ella Harrison | Suzanne Vincent | Michael Koutstaal |