

INTERNATIONAL PLANNED PARENTHOOD FEDERATION (IPPF)

Terms of Reference

Title:		Division:	
Program Manager – System Strengthening		Finance and Technology	
Location:	Report to:		Date:
London/ Delhi	Director, Finance and Technology Division		One year consultancy

1. Purpose

The purpose of this role is to successfully oversee and deliver (in terms of time, quality and budget) multiple automation initiatives to ensure a comprehensive enhancement of secretariat-wide systems, where the organization aims to strengthen its services in accordance with assessed needs.

As part of this, the role involves conducting client-focused needs assessments, synthesise requirements, present a standardized and coordinated approach/ design to execute the myriad of initiatives, shortlist and oversee vendor deliveries, ensure adequate integration (wherever required), facilitate the user acceptance testing, oversee and conduct trainings (both to super users and systems users), manage internal and external communication (including periodic update reports) and ensure that the initiatives are implemented as per the approved Finance journey & within the identified budget.

The automation projects that need to be overseen and delivered are at various stages of implementations. These can be categorised into

- solutions that are currently being rolled out (like phase 2 of the timesheet management system (posting journals using timesheets), automation of restricted grant management system, vendor management systems, etc);
- solutions that are yet to be launched, which will include mapping the needs & process, identifying improvement, identify most fit for purpose solution, undertake simple bid process and then project manage the implementation across the secretariat (like planning and budgeting solution, travel and expenditure management solutions); .

All the solutions that are in the pipeline or planned to be rolled out, will require extensive collaboration with relevant stakeholders for initiatives and thus really good communication skills, will be a huge advantage.

2. Scope of Work

- For each of the projects/ initiatives, the incumbent will be responsible for overall project management which in different projects may vary depending on the stage the project is on. This will overall include besides other tasks:
 - Undertake needs assessment wherever required. This will include a clear understanding of integration with other solutions that are already deployed (or being deployed).
 - Undertake bid process, wherever required. This includes design of scope/ terms of reference including deliverables, receive and review all proposals from prospective vendors, support evaluation process, negotiate pricing (under the guidance of the procurement committee), onboarding the vendor and monitoring performance of the vendor.

- Coordinate and collaborate with the 3rd parties (existing and new ones) to understand the status of implementation, ensure tracking and approval of deliverables by the vendor.
- Identify resource requirements for projects, develop budgets including approval notes for the initiatives/ projects and get these approved.
- Build and ensure active engagement of internal working groups who would contribute to thinking for effective delivery and enhancement of current processes.
- Identify project related resource requirements (internal and external), identify focal persons/ leads across each office (as and when required), coordinate and collaborate with engaged resources and provide the necessary support to ensure the project is completed in a timely and successful manner.
- Provide oversight on performance of all service providers.
- Evaluate and analyse the efficiency and effectiveness of the configured solution, devising strategies to fulfil user requirements and requests.
- Lead testing in the sandbox environment to gain understanding of system functionalities being developed and upgraded. Validate the configured solution based on user feedback and oversee the migration process into the production environment.
- Develop and roll-out communication of all new releases/ upgrades including generate periodic update/ status of all initiatives.
- Facilitate closure of all systems tickets raised for support, with the vendors.
- Lead development of online and off-line training material in relation to systems developed.
- Ensure timely and effective handover of newly configured solutions ensuring adequate knowledge creation and transfer, within the organisation.
- Be the focal person (single point of contact) and escalation point.
- Identify potential risks and formulate strategies to mitigate them. Continuously monitor and oversee risks across the entire project lifecycle of initiated projects.
- Report back to the programme steering committee overseeing the implementation all the above projects on a periodic basis and escalate need for intervention from the committee.
- Build and maintain positive relationships with all members of staff, and contacts within and outside the Federation.
- Become familiar with the Federation's Health and Safety Programme and Guidelines. To do everything possible to ensure a healthy and safe working environment.
- Comply with IPPF standard policies, to ensure gender is effectively mainstreamed within the remit of the post and in line with IPPF's Gender Equality Policy.
- Take collective responsibility for safeguarding.
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- Willing and able to travel nationally and internationally - up to 20-25 days a year.

3. Responsibilities

- The incumbent will be responsible for overseeing timely delivery of projects being overseen. This will include overseeing the projects performance:
 - within the allocated budget,
 - identifying financial risks,
 - taking actions for mitigation and
 - management reporting.
- The incumbent will be responsible to provide advise to the Director, Finance & Technology and other finance team members, in ensuring better use of systems being configured and rolled out including about integration with other automation projects that are outside the remit of this JD.

PERSON SPECIFICATION

4. EDUCATION & QUALIFICATIONS

Describe the likely educational/training background for the tasks listed.

- Master's degree or equivalent in Technology Management, Finance or related fields.
- Prince2/ PMP certification or equivalent would be desirable.

5. PROVEN ABILITY

Describe the minimum level of professional experience required to do the tasks listed.

- Experience in managing large scale Transformation and Financial system projects (COTS or Bespoke) with successful outcomes.
- Extensive exposure to related work, to include record of proven ability in staff management.
- Excellent knowledge of implementation of these large-scale/ complexed IT Transformation projects, preferably in other charities or larger government organisations.
- Knowledge of implementation of accounting using an Enterprise Resource Planning system, would be preferred.

6. SKILLS

Detail the skills needed to do undertaken the tasks listed, *including* languages.

- Strong leadership and strategic thinking skills
- A strong analytical and quantitative mind-set
- Excellent project management skills
- Excellent IT skills (especially Microsoft Excel, power point, visio etc, to include a thorough knowledge of spreadsheet and database applications).
- Fluent English (oral and written) essential as well as excellent written communication skills. Knowledge of French, Spanish or Arabic advantageous.
- Excellent people management skills – team player, motivator, problem solver.
- Excellent interpersonal skills. Strong verbal communication skills required to train staff and convey complex financial information in an easily understandable form to non-financial staff.
- Excellent time management and organisational skills required in order to multi-task and meet tight deadlines.

7. OTHER (INCLUDING PERSONAL COMPETENCE)

Describe the characteristics of effective performance, eg. sound judgement, ability to maintain confidentiality.

- Discretion in handling confidential/ sensitive information.
- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others.
- Honesty and Integrity.
- Understanding of and commitment to safeguarding including child protection, in a local and international context.
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion.
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of workers' rights and access to health care in sex work.

IPPF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers, contractors and partners to share this commitment. Anyone employed with IPPF agrees to sign and adhere to IPPF's Code of Conduct and Safeguarding (Children and Vulnerable Adults) Policy.