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| **TITLE:** Global Change Manager (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:**  The role of Global Change Manager sits within the Digital Programming team at Save the Children International. This team is responsible for leading the digital transformation of our work with children and forms a central pillar of our global strategy to deliver greater impact to 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.  The role will lead change management for our Digital Messaging initiative. 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 communications 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.  The Global Change Manager will be accountable for understanding the project context, and identifying and incorporating project stakeholders into the design, defining and managing 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 proposed digital solutions, 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 projects and the wider Digital Programming 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 project 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. | |
| **SCOPE OF ROLE:**  **Reports to:** Project Lead (Digital Messaging), dotted line to Director of Project and Change Delivery.  **Staff reporting to this post:** Over time the role may have direct and/or matrix management responsibility for Regional Change Managers and Change Analysts  **Role Dimensions**:  Digital Programming projects have many stakeholders across Save the Children International countries, regions and centres (with 17,000 staff), as well as Save the Children member organisations (8,000 staff). We operate in around 120 countries worldwide and are a highly matrixed organisation with a complex accountability structure, that covers 60 Country and Regional offices and 29 Member organisations. | |
| **KEY AREAS OF ACCOUNTABILITY:**   * Responsible and accountable for all aspects of change management and deployment of the assigned projects * Implement best practices and procedures in change management within the projects and contribute to the continuous improvement of the change management toolkit * Work closely with Project Managers to ensure all required change deliverables are incorporated into the overall project plan and contribute to keeping the RAID log reflective of risks and issues the projects face. * Work closely with Business Analysts, Product Owners and other key project team members and stakeholders to ensure the requirements gathering work and change work complement and strengthen each other. * Participate in and contribute to Lessons Learnt and After Action Review activities throughout the project lifecycle * Manage communication channels with stakeholders in geographically disperse locations * Proactively and confidently communicate and advocate for projects with a variety of stakeholders to help with project awareness and buy-in, and in alignment with the broader Digital Programming Communications Strategy. * Define the change and stakeholder groups and conduct a change impact assessment to determine how projects will impact the individuals and teams identified * Define the approach to rolling out the desired changes 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 projects and are aligned to the overall project plan and timeline, i.e.: * **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 Reports | |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**)  **Accountability:**   * Holds self-accountable for smoothening the implementation and consolidation of project solutions by challenging the requirements, design and processes as needed * Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds the key project contributors and stakeholders accountable for their input and judgements   **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 within the Digital Programming Team, with the Change and Delivery team, SCI project leads, project managers, BAs, PMO and other collaborators and stakeholders as needed * 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**   * Bachelor’s degree or equivalent work experience * Understanding of a structured Change Management Methodology or accredited Change Management training | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Demonstrated experience and capability in change management and supporting the delivery of major transformational projects in regard 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 * 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 * An understanding of the concept of agile project delivery and the resulting impact on change management activities * 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**:   * Prior experience in delivery of global transformation initiatives is highly desirable * Previous Non-profit sector knowledge/experience * Proficiency in a second core language of Save the Children (French, Spanish, Portuguese or Arabic) | |
| **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. | |
| **JD written by:** Lutz English-Polch | **Date:** 06th Mar 2023 |
| **JD Reviewed and Updated by:** | **Date:** |