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| **TITLE:**  CAPP AM SME for Member Deployment |
| **TEAM/PROGRAMME:** Award Management and Donor Compliance | **LOCATION: UK (London or Remote) or any existing Save the Children International Regional or Country office Worldwide.** |
| **GRADE**: C Mid-Senior level  | **CONTRACT LENGTH:** 18months |
| **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:** Save the Children International (SCI) is undergoing significant transformation across a number of core business procedures, systems, and structures, through the implementation of a number of organizational change projects. Award management, a core business function in Save the Children, has links to the majority of these projects and is required to provide leadership and direction to ensure alignment with the end-to-end procedures, system, and are supporting consistent and efficient delivery of programs.One of these transformation programmes is CAPP (Coding, Agresso, PPM PRIME) which has four core strands:1. Deploys a new global financial data model and finance system (Agresso). This is referred to as Coding Project.
2. Introduce a new project management methodology (PMM) to improve the quality of our programming for children.
3. Deliver a technology solution (PRIME) that enables the new PMM.
4. Deliver this solution not only to Save the Children International but also across the Save the Children Membership.

The Award Management Donor Compliance Subject Matter Expert (SME) – Member Deployment will be a key part of the Award Management team in the International Programs department and will support the AMS Lead as the business and systems adviserfor Save the Children’s Award Management System (AMS), specifically within the CAPP Programme.In order to achieve all deployments to SCI and Members offices this role will:* Work closely with Members and SCI offices to support them with their CAPP change journey
* Partner with the AMS team to ensure effective delivery, and post Go Live support, off AMS aspects of the CAPP solution to Members

This is a highly collaborative role, working daily with senior stakeholders throughout Save the Children across the world, to facilitate a culture of data quality and system efficiency to help support our global ambition for children. In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. |
| **SCOPE OF ROLE:** Over 100 countries with a staff complement in excess of 25,000 of which at least 15% considered users of the Award Management System. **Reports to:**  Global Head of Awards Transformation with a dotted line to Member Global Engagement Lead in the CAPP Programme**Staff reporting to this post:** None |
| **KEY AREAS OF ACCOUNTABILITY :** **Functional Lead Accountabilities:*** Be the accountable representative for the function in the Member Deployment Workstream
* Engage AMDC Management/Leadership Team as needed to ensure successful Member deployments to plan and to budget and to mitigate any potential risks
* Collaborate with the Member Global Engagement Lead as needed to ensure comprehensive overarching approach between SCI Deployment and Member deployment workstreams in CAPP

**Functional Representation and Work planning:** * Lead on the deployment of AM aspects of the CAPP solution to Members, and be accountable for their successful implementation
* Maintain the AM functional work plan for Member Domestic deployments with regular revision and updating, ensuring this is aligned with overarching MD Deployment/Engagement plan
* Feed in AM, in particular AMS, elements to overall Member Deployment Plans and each member’s individual plan
* Promote deep understanding of the main concepts to members related to Awards Management such as Project vs SOFs/Awards, DRCs, partner agreements and partner vetting, the deployment journey and ways of working.

**Training**:  * Knowledge transfer and explanation of AMS and its key modules to members in the context of use for domestic programming to drive effective use of the system
* Support members to perform an AMS current and future state analysis and change impact assessment, through leading AMS adoption sessions with the Member
* Ensure final Member solution stays true to the original Global Data Model and AMS designs
* Provide/Support on AMS and/or AM for -PRIME training/ ToT.

 **Data Migration and Cut Over**  * Work with coding/finance team and Member on level 4 of the org hierarchy (implementing office) to ensure a solution is proposed that works for all including Awards/AMS.
* In partnership with AMS team and data governance, ensure implementing offices in AMS are set up as per org hierarchy signed off in design sessions.
* Support additional IT cutover activities, coordinating with PM,IT Lead and AMS lead as required
* Ensure members set up appropriate partner vetting procedures in line with AMS requirements.
* Support members in understanding what data it is they need to migrate onto AMS and how.
* Ensure AMS data migration (awards, DRCs, partners, partner agreements) is successfully completed as per plan.
* Provide AMS team with test scenarios that are required for SIT/UAT for Members.
* ToT.

 **Quality Assurance:** * Facilitate sign off for completion of AM/AMS activities on the Readiness Checklist (Pre Go live) and Transition to BAU Checklist (Post Go live) for each Member with AM and AMS lead.
* Engage with AMDC stakeholders to provide visibility of progress on member deployments, and any risks or issues relevant to the AMDC team.
* Provide post go live support for members up to transition to BAU.

**Global Engagement:** Support Global engagement lead with ensuring Member deployment award processes and activity are well coordinated, so Members fully understand the differences and cross over between Member Engagement/Upskilling and CAPP Member deploymentPM Link* Effective engagement and regular meetings with PMM and PRIME MD SMEs to be aware of changes that may require a change to MD Award business processes/use of AMS, followed by partnering with AM and AMS leads if required.
* Ensure any changes to PRIME/PMM processes that affect awards are included in trainings and engagement meetings where required

AMS Link: * Engage with AM and AMS leads to ensure that any updates/changes to Award process and/or AMS that may affect MD Award business processes/use of AMS are known and understood. Involved/update CAPP PM/CM if required.
* Ensure QF documentation (policies, processes, procedures, tools and supporting documents) are updated to reflect CAPP outcomes.

Finance Link: * Effective engagement and regular meetings with Finance and Agresso MD SMEs to be aware of changes that may require a change to MD Award business processes/use of AMS, followed by partnering with AM and AMS leads if required.
* Ensure any changes to finance processes that affect awards are included in trainings and engagement meetings where required.

**Member Change Journey:** * Work with the Member to ensure they have understood the scope and impact of CAPP deployment.
* Ensure they identify the areas of benefit that they are passionate about and will have highest impact for them and that they have tailored the change impact assessment to reflect their current processes and context.
* Provide and support the member in taking the standard tools and templates and approaches and tailoring these to their specific needs. This will be based on their scope, org structure, target benefits and staffing model.
* Help the Member identify the appropriate staff to own their change journey, support in up-skilling them and co-ordinating necessary session and workshops

**Member AMS Adoption:*** Lead on the deployment of AMS aspects of the CAPP solution to Members, and be accountable for their successful implementation
* Feed in AMS elements to overall Member Deployment Plans and each member’s individual plan
* Knowledge transfer and explanation of AMS and its key modules to members in the context of use for domestic programming
* Support members to perform an AMS current and future state analysis and change impact assessment, through leading AMS decision sessions with the member
* Ensure final Member solution stays true to the original Global Data Model and AMS designs
* Ensure AMS data migration (awards, DRCs, partners, partner agreements) is successfully completed.
* Ensure members set up appropriate partner vetting procedures in line with AMS requirements
* Ensure any request for scope additions or issues that come up in regards to AMS through each Member deployment are impact assessed prior to formal approval from the AMS Product Owner and resolved in alignment with the aims of the CAPP programme, the Awards/AMS function and wider Member Awards/AMS community.
* Provide support for UAT/SIT testing; ensuring test scripts are updated and fit for purpose.
* Provide/Support on AMS-PRIME training/ ToT prior to go live.
* Ensure AMS deliverables on both the Pre and Post go live checklists for SCI and Member deployment are signed off and ready to be delivered in time.
* Provide AMS post go live support for members after AMS go live and after integrations go live.

**Project Approach, Planning, Management and Execution:** * Responsible for ensuring that all the necessary AMS change interventions are reflected in the project plan and are successfully implemented
* Work with IT Lead, Project Manager and Project lead to ensure project approach and plan consider the nature of the AMS change
* Collaborate with the Awards Management CAPP SME to ensure comprehensive function overview is maintained
* Build sufficient content knowledge of the project scope and solution to be able to effectively work with the different work-streams (e.g. IT, functions such as finance, awards, operations) to create a compelling change journey that is consistently championed across the project.
* Identify risks and issues and use appropriate escalation channels for any risks or issues that arise and work with stakeholders to resolve these

 **Stakeholder Management:*** Build and maintain relationships with member project team and lead regular joint management meetings with project leads and sponsors
* Work directly with the stakeholders to create an environment conducive to successful transformation, this includes a positive culture, an honest culture where people are allowed to challenge, a sense of ‘one team’ across SCI and Members, break down silos and work towards common goals
* Be a role model for the culture and behaviours that will enable success and escalate appropriately if support is needed to achieve the right levels of sponsorship for the change.
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| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* 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 team, colleagues, Members and external partners and supporters
* 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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| **EXPERIENCE AND SKILLS****Grant & Contract management:*** Understanding of NGO grant management.
* Ability to demonstrate practical know-how of award management at operational level.

**Capacity building:*** Excellent skills in developing manuals, guidance and tools that are accessible and user-friendly.
* Knowledge of the design and delivery of face to face and online trainings

**Project Management*** Experience of implementing recognised project management methodologies (e.g., PRINCE 2, AMP, PMI, Agile/Waterfall), processes, documentation, templates, and tools, including risk management.
* Ability to identify, analyse, plan mitigation actions, or escalate potential risks and issues.

**Problem Management*** Evidence of strong problem-solving and analytical skills to identify and assess alternative options and proposals while safeguarding standards and procedures.
* Ability to categorise/prioritise problems, document root causes and swiftly implement remedial actions.
* Experience investigating issues in systems, processes, and services, understanding the level (e.g., strategic, tactical or operational), and contribute to the implementation of preventive measures or remedial actions.
* Proactivity to initiate and monitor actions to recognise patterns/trends to resolve problems and effectively consult experts where required.

**Change Management*** Experience utilising change management tools and processes whilst confirming the willingness to learn new skills through training and on the job coaching.
* Strong stakeholder management skills. Ability to understand different contexts and perspectives and adjust communication style based upon this as required.
* Experience of working on projects at various phases of the project lifecycle

**Personal skills:*** Excellent project management and prioritisation skills; strong organizational and follow-up skills
* Highly developed interpersonal skills including influencing, negotiation and coaching; ability to work across different cultures.
* Excellent verbal and written communication skills; ability to explain complex issues to a wide range of audience.
* Ability to manage a complex and varied workload; to work effectively under pressure; and to organise and prioritise work to ensure deadlines are met.
* An energetic, flexible and proactive approach with the ability to work both independently and cooperatively within a team setting and across teams.
* Solid skills in Microsoft applications. Experience managing content on intranet type systems a plus.
* Ability to challenge and negotiate assertively and cooperatively with senior staff.
* Demonstrable commitment to equal opportunities and awareness of what constitutes good practice.
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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:** Shamiso Lewis | **Date:** April 2023 |
| **JD agreed by:** | **Date:** |
| **Updated By:** | **Date:** |
| **Evaluated:** | **Date:** |