ROLE PROFILE

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | Y.O.D.A. Change Readiness Manager  (Y.O.D.A. – Your Organisation’s Data and Analytics) | | |
| **Functional Area** | Change Management | | |
| **Reports to** | Y.O.D.A. Organisational Transformation Director | | |
| **Location** | Location: Flexible Location – Country/Regional Office-based or based at Global Hub, Woking, UK.  Employees may be based at a location where Plan International has a legal entity and the employee has the pre-existing right to live and work. | **Travel required** | Some |
| **Effective Date** | June 2022  2 year fixed term contract | **Grade** | 4 |

role PURPOSE

Plan International is an independent children’s rights and humanitarian organisation committed to children living a life free of poverty, violence and injustice.

We actively unite children, communities and other people who share our mission to make positive lasting changes in children’s and young people’s lives. We support children to gain the skills, knowledge and confidence they need to claim their rights to a fulfilling life, today and in the future. We place a specific focus on girls and women, who are most often left behind.

We have been building powerful partnerships for children for more than 75 years and are now active in more than 70 countries.

Programme Y.O.D.A is an organisational change programme through which we will change our Enterprise Resource Planning (ERP) solution, revise our processes and working practices in relation to Finance, Grants, Programmes and Projects and Supply Chain Management, and develop a new Project Management and Monitoring, Evaluation, Research and Learning (PMERL) solution.

Our new ERP solution will strengthen our business processes, leading to a more data driven and transparent organisation, which in turn, makes us more efficient and sustainable. Our PMERL solution will enable us to use data-driven insights to design, deliver and evaluate gender-transformative programmes and influencing, so we can reach 100 million girls. Together, they will help us understand the cost and impact of our projects, so we can make more informed decisions as we deliver our global strategy.

The purpose of this post is to lead Country Office (CO), Regional Hub (RH) and National Organisation (NO) readiness activities, providing guidance and support to help them meet the readiness criteria required ahead of Y.O.D.A systems’ deployment.

This is a Country Office facing role and travel to Country Offices may be required.

Dimensions of the Role

This position reports to the Organisational Transformation Director.

Accountabilities

1. **To lead activities and provide support required to ensure Country Offices (COs)and Regional Hubs (RHs) achieve sustained behavioural change**

* Work with relevant colleagues to shape and validate approach to Country Office business strengthening to ensure readiness for Y.O.D.A systems’ deployment and sustained behavioural change
* Determine how best to support colleagues through change to ensure sustained change as part of business practice strengthening
* Create tools and resources to support process of change and readiness for deployment
* Work with CO management and with functional leads in team to review and validate gap analysis with Country Offices
* Identify key actions and milestones to ensure COs strengthen business practice to minimum requirements ahead of deployment and continue strengthening business practice following Y.O.D.A systems’ deployment, and ensure a plan is in place to meet the milestones
* Lead on the creation of fully designed roadmaps (eg who will do what by when, additional support COs need) with COs and hand over to Country Management Teams to own and implement
* Test, review and adjust approach and tools based on feedback and learning from Country Offices and Regional Hubs
* Provide support to Country Offices as mutually agreed between Programme Y.O.D.A and Regional Directors

1. **To lead readiness activities and provide support to ensure Country Offices and Regional Hubs meet readiness criteria for starting Y.O.D.A systems’ deployment**

* Work with relevant colleagues to shape and validate approach to Country Office Y.O.D.A systems’ deployment, including resource requirements to maintain business as usual
* Create tools and resources to support process of readiness for deployment
* Lead on the creation of guidance and toolkit to support Country Offices to create and design their roadmap to become ready to start the formal deployment process as planned
* Work with CO management and functional team and with GH functional leads in team to review and validate gap analysis with Country Offices
* Identify key actions and milestones to ensure COs meet the readiness criteria and are ready for the deployment process as scheduled
* Lead on the creation of fully designed roadmaps (eg who will do what by when, additional support COs need) with COs and hand over to CMTs to own and implement
* Test, review and adjust approach and tools based on feedback and learning from Country Offices and Regional Hubs
* Provide support to Country Offices as mutually agreed between Programme Y.O.D.A and Regional Directors

1. **To lead readiness activities and provide support required to ensure National Organisations and Global Hub meet readiness criteria for Y.O.D.A systems’ deployment and achieve sustained behavioural change**

* Work with relevant colleagues to shape and validate approach to National Organisation (NO) and Global Hub (GH) readiness and Y.O.D.A systems’ deployment, including resource requirements to maintain business as usual
* Determine how best to support NO and GH colleagues through change to ensure sustained change as part of business practice strengthening and readiness for Y.O.D.A systems’ deployment
* Create tools and resources to support process of change and readiness for deployment
* Identify key actions and milestones to ensure National Organisations and Global Hub strengthen business practice to minimum requirements ahead of systems’ deployment, and ensure a plan is in place to meet the milestones
* Test, review and adjust approach and tools based on feedback and learning from Key stakeholders

1. **To use insights gained from pilot and subsequent cohorts to improve approaches to CO/NO readiness and business strengthening**

* Analyse and report on insights gained from review and work with Country Offices on gap analysis and roadmaps to inform Business Strengthening and Deployment processes and approach
* Work with functional leads and subject matter experts, to update and improve change readiness assessment and guidance to Country Offices, Regional Hubs and National Organisations
* Ensure insights gained are shared with Change team so they can be integrated into overall programme learning

Ensures that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

1. Organisational Transformation Director
2. Programme Y.O.D.A. Change lead and change team
3. Deployment team
4. Country Offices CMTs, relevant DSRs, change champions and Regional Y.O.D.A PMs
5. Regional functional specialists as directed by GH Functional Leads
6. Organisational Transformation and Deployment pillars’ teams
7. Y.O.D.A L&D Manager, Y.O.D.A Comms and engagement manager
8. Other Programme Y.O.D.A staff as required

Technical expertise, skills and knowledge

**Knowledge, Skills and Experience**

* Experience in supporting the delivery of major change projects with regards to business processes and systems within large and complex international organisations.
* Strong understanding and experience of working in strategic and operational aspects of a large, geographically dispersed, complex organisation and able to work at multiple levels in a complex programme
* Experience of solving issues through analysis, definition of a clear way forward and ensuring buy in.
* Experience of demonstrating consultative, facilitation, coaching, strong influencing, collaboration and decision-making skills across various stakeholder teams to ensure alignment and drive progress toward common business objectives.
* Ability to work independently and in teams with high level of attention to detail with an accurate, thorough, and reliable approach, ability to plan and prioritise varied workload within tight deadlines but stay flexible. Must be able to demonstrate ability to meet strict deadlines & maintain high standards of work
* Understanding of change and design methodologies
* Exceptional interpersonal skills – engaging as well as asserting, influencing, active listening and negotiating – and able to work at all levels of the organisation.

**Business and management:**

* Strong people skills, including high levels of diplomacy and negotiation, and the ability to influence others and move toward a common vision or goal
* Outstanding spoken and written communication skills, including representing information visually
* Building strong stakeholder relationships and engaging tactfully across cultures
* Able to do research and work independently
* Time and task management, with professional and organised approach to delivery

Plan International’s Values in Practice

**We are open and accountable**

1. Promotes a culture of openness and transparency, including with sponsors and donors.
2. Holds self and others accountable to achieve the highest standards of integrity.
3. Consistent and fair in the treatment of people.
4. Open about mistakes and keen to learn from them.
5. Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

1. Articulates a clear purpose for staff and sets high expectations.
2. Creates a climate of continuous improvement, open to challenge and new ideas.
3. Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
4. Evidence-based and evaluates effectiveness.

**We work well together**

1. Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
2. Builds constructive relationships across Plan International to support our shared goals.
3. Develops trusting and ‘win-win’ relationships with funders, partners and communities.
4. Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

1. We empower our staff to give their best and develop their potential
2. We respect all people, appreciate differences and challenge equality in our programs and our workplace
3. We support children, girls and young people to increase their confidence and to change their own lives.

Physical Environment

Typical office environment

Level of contact with children

Low contact: No contact or very low frequency of interaction