



Islamic Relief Worldwide

Islamic Relief Worldwide Programmes System Design & Implementation Specialist

Commented [CB1]: Originally we thought this might change to something like Global Programme System Administrator going forward, but I don't think this does the ongoing nature of digitalisation justice, as it's not just a GPMS role really - part of me is tempted to just keep the role title the same?

Commented [AK2R1]: I agree with this is well too, the GPMS is only part of the digitalisation approach we wanted to achieve. There are other areas we want to focus on as well too

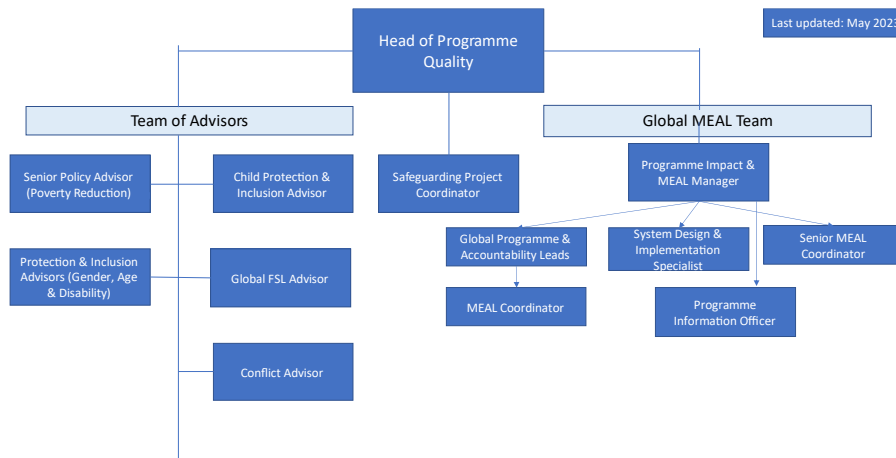
BASE LOCATION:	Birmingham, UK
REPORTING TO:	Global Programme Impact & MEAL Manager
LINE MANAGEMENT RESPONSIBILITIES:	None
PURPOSE OF DIVISION:	<p>Through capacity building, technical and programme support, the International Programme Division keeps the organisation focused on the socio-economic and humanitarian needs of vulnerable people.</p> <p>The division reinforces IR's implementing structure to enable people and their communities to develop themselves sustainably and ensures that the organisation is prepared to respond promptly and effectively to humanitarian crises.</p> <p>The division increases the organisation's ability to tackle poverty by developing and fostering partnerships and institutional relationships effectively and proactively, and by ensuring transparent and timely reporting to the organisation's donors.</p>
JOB PURPOSE:	<p>The Programmes System Design & Implementation Specialist will lead on the ongoing delivery, maintenance and future development of the Global Programmes & MEAL System (GPMS) globally, as well as leading on various data and information management initiatives, including but not limited to: high quality data analysis and reporting, and additional digital transformation projects such as digitalising our proposal and reporting processes and templates.</p>

Structure of Islamic Relief Worldwide





Department Structure



Key Working Relationships

- Reports to and works closely with the Global Programme Impact & MEAL Manager and the Programme Information Officer.
- Collaborate and partner with Islamic Relief country teams to ensure that our digital solutions are fit for purpose.
- Engage with wider Islamic Relief stakeholders, e.g. programme quality colleagues, regional desk teams, wider IPD colleagues, IR Family Members etc, to ensure that their needs are taken into account in any system design.
- Engage with Islamic Relief ICT to ensure that any digital project is aligned with ICT roadmap, processes and procedures.
- Work closely with any external supplier to design and deliver our digital solutions.

SCOPE AND AUTHORITY

- With the support of the Global Programme Impact & MEAL Manager and Programme Information Officer, the postholder will help to ensure the GPMS users.
- The postholder will work with the Global Programme Impact & MEAL Manager and Programme Information Officer to help plan, design, develop and test future phases of the GPMS to ensure that it remains fit for purpose and meets all stakeholder needs.
- With the support of the Global Programme Impact & MEAL Manager, the postholder will lead on the design and build of any new digital solutions, working with all stakeholders (country teams, regional desks, wider IPD colleagues, IR Family Members etc) to ensure



that any system is fit for purpose and has clear design and requirements documentation produced.

- Working with the Programme Information Officer, s/he will lead the testing stage for any digital solution, ensuring that test plans are created, validation workshops completed, and user acceptance testing is carried out by stakeholders to ensure the system meets the specified requirements.
- With the support of the Global Programme Impact & MEAL Manager and the Programme Information Officer, the postholder will plan and carry out a pilot stage for any new digital solution (as required), ensuring buy in and engagement throughout, with the selected stakeholders.
- S/He will be responsible, alongside the Global Programme Impact & MEAL Manager and Programme Information Officer, for leading on the implementation of the roll out of any new system to all stakeholders worldwide, including the production of all training materials, in person implementation workshops and remote training sessions (as required).
- With the support of the Global Programme Impact & MEAL Manager and the Programme Information Officer, the postholder will lead on a data and information management initiative to ensure that all stakeholders are provided with timely, high quality and accurate analyses and reports to aid with strategic planning and operational decision making.
- This role may require international travel to areas where Islamic Relief works.

Responsibility for Resources:

Work with the Global Programme Impact & MEAL Manager to ensure that any digitalisation project is delivered on time, within budget and to the agreed quality standards adhering to value for money principles throughout.

- Responsible for maintaining/contributing to programme quality and MEAL information systems and process documentation, internal knowledge management and project documentation resources (including technical and product knowledge bases).
- Responsible for requirements documentation, user acceptance testing documentation and use of any prototyping tools.

KEY ROLES/RESPONSIBILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic Relief's organisational values and principles of sincerity, excellence, compassion, social justice and custodianship in management of resources and interaction with external stakeholders, colleagues and other Islamic Relief staff.

For new digital systems/solutions, e.g. additional phases of existing systems (GPMS etc) as well as new systems (digital proposal/reporting solution):

1. Design/Requirements Stage

- Create a summary report documenting process maps for existing processes, existing data flows, data/information challenges and needs.
- Work with stakeholders and supplier to document detailed requirements for each system entity – this includes all system functionality, reports etc.
- Lead validation workshops with project team and wider stakeholders for finalising requirements.



- Work with supplier to create user stories and document process maps for new system, e.g. new processes, data flows etc.
- Work with the supplier and project manager to split the build stage into phases and create work packages for each stage.
- Work with the project manager to create quality acceptance criteria for the requirements.

2. Solution Development Stage

- Work with the supplier to build the solution as per the development plan – following the detailed requirements documentation.
- Liaise with the project manager should the need for changes from the design be required.
- Carry out initial build verification testing on finished items – adhering to the agreed quality management approach and acceptance criteria.

3. Solution Testing Stage

- Create testing plans for the project team (and wider stakeholders if required) to follow.
- Lead each product (functionality) demonstration workshop with project team to ensure functionality meets user requirements.
- Manage the user acceptance testing phase with the project team to ensure functionality meets user requirements.
- Write up any bug reports and/or agreed change requests – adhering to the agreed change management/control approach.
- Work with the supplier to ensure all agreed changes are made, retested and signed off as approved.
- Provide an end of stage report providing approval sign off of each product (functionality) deliverable.

4. Pilot Stage (if required)

- Work with the project manager and supplier to agree the functionality scope of the pilot stage.
- Work with the project manager to identify the pilot countries/stakeholders.
- Work with the project manager to plan in detail the pilot stage.
- Work with the supplier to set up a pilot stage environment.
- Set up pilot stage requirements documentation and testing plans.
- Lead a pilot stage kick off meeting with all country and regional team representatives (and wider stakeholders if required).
- Work with each pilot country team to set up their databases and support them during their pilot stage.
- Lead a feedback and lessons learned workshop with all pilot countries (including CDs), including reviewing all completed testing plans.
- Write up any bug reports and/or agreed change requests – adhering to the agreed change management/control approach.
- Work with the supplier to ensure all agreed changes are made, retested and signed off as approved.
- Write up a report and/or presentation detailing the pilot stage findings and recommendations.



4. Global System Roll-Out

- Work with the project manager to plan in detail the global system roll-out stage.
- Work with the project manager to hold a webinar(s) on the roll-out of the new system globally – IPD, regional desks and country teams.
- Work with the supplier to confirm all technical logistics for the global system roll-out.
- Produce all training material, e.g. guidance documents, videos etc – as agreed with the project manager.
- Write up any bug reports and/or agreed change requests – adhering to the agreed change management/control approach. Discuss with project manager for feeding into future system iterations.
- Work with country teams to complete roll-out sign off forms.
- Provide Early Life Support (ELS) for countries after their initial roll out.

5. Ongoing System Support

- Prioritise and respond to user support requests via agreed ticketing system.
- Provide users with dedicated training and capacity building as required.
- Ensure all system training documentation is kept up to date, promoted and easily accessible by all stakeholders.
- Host regular drop-in sessions to support users.
- Ensure all digital solutions remain fit for purpose by continuously engaging with all stakeholders and capturing current and future needs.
- Alongside the Global Programme Impact & MEAL Manager, support with project managing the ongoing system development lifecycle, e.g. capturing new requirements, developing new functionality, testing out new functionality (including setting up user acceptance groups); phasing ongoing development / new functionality into stages etc.
- Set up and send out weekly (or frequency as agreed) Power BI (or equivalent) dashboards, reports and analyses.
- Ensure all system documentation is kept up to date, e.g. requirements, testing plans, issue log / change register, lessons learned log, risk register etc.
- Carry out regular quality assurance on the data being entered globally and liaise with system stakeholders to address any data entry quality concerns.

6. Business Analysis & Intelligence

- Be the focal point for information requests, reports and analyses from the systems and data sources we are responsible for.
- Alongside the Global Programme Impact & MEAL Manager, identify stakeholder reporting requirements and lead on the design and development of various stakeholder analyses, reports and dashboards relating to programme data and information from the digital solutions that we manage.
- Lead on the development of various reporting workspaces and publish key stakeholder reports to these workspaces to help increase access and visibility to programme data and information across the IR Family.

Other

- In conjunction with the Global Programme Impact & MEAL Manager, plan, schedule and track project timelines and milestones using appropriate tools.



- Provide adhoc updates as and when required, e.g. via reports and/or presentations/meetings – adhering to the agreed communication management approach.
- Liaise with the project manager in terms of project delivery and progress.
- Have regular scrum/stand up meetings with the project manager and/or supplier for regular planning and progress discussions.
- Work with the project manager for identifying, reporting and mitigating against any ongoing and/or new risks.
- Work with the project manager to ensure digital project lessons learned logs are kept up to date.
- In conjunction with the Global Programme Impact & MEAL Manager, actively support the project's change management process to ensure changes are duly documented, planned and implemented in line with stakeholder needs.

Carry out other duties as may be assigned or required from time to time.

PERSON SPECIFICATION

ESSENTIAL

Experience

- Business analysis background with some experience applying it.
- Analysing and documenting complex business processes.
- Writing requirements specifications for Information Systems.
- Working in a range of project teams (small, medium and large).
- Working with a range of stakeholders with diverse IT and technical skills, knowledge and experience, e.g. from technical specialists such as developers to end users with little or no IT background.
- Experience of configuring and building “no-coding” systems/solutions.
- Exposure to and general understanding of ICT technical areas relating to systems development and infrastructure.
- Proven record of excellent people and interpersonal skills with strong communication skills at individual and group levels, including directly with end users.
- Experience of designing and actioning system development test plans.
- Experience of producing training materials and carry out in-person and remote training of new technology.
- End to end experience of the project lifecycle.

Skills

- Proven ability to manage high level stakeholders and ability to engage with individuals at all levels.
- Outstanding written and verbal communication skills.
- Ability to map, analyse and re-engineer business processes.
- Good planning and organisational skills with ability to manage multiple tasks and initiatives in parallel without compromising quality.
- Working calmly under pressure and meeting strict deadlines.



- Ability to translate complex technical terms into customer and business friendly terms for a non-technical audience.
- Ability to foster motivation within the project team to meet expected delivery dates.
- Good working knowledge of Prince2 (ideally Prince2 Foundation qualified).
- Ability to think logically and also creatively.
- Proficient in use of Excel for data manipulation and reporting purposes.
- Proficient in use of PowerBI for data visualisation, reporting and communication purposes.
- Proficient in use of Visio for developing and maintaining process maps/models.
- Experience in using Jira, or other software development lifecycle software, to log and update epics/user stories and set up sprints as part of the system development process.

Personal Qualities

- Aptitude for grasping new technical concepts & problem solving.
- Ability and willingness to travel nationally and internationally.
- Willingness to be flexible in order to meet target delivery dates.
- Excellent customer facing skills.
- Results orientated with good communication and interpersonal skills.

Qualifications

- A professional or academic qualification/certification in an IT Discipline.
- Accredited in Power BI - Power BI Data Analyst Associate (Desirable).

OTHER

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to IRW's vision and mission. The successful candidate should be ready to travel abroad as part of the global system roll out stage.

DESIRABLE

Experience

- Humanitarian and/or development sector experience.

Skills

- Other language skills particularly French and Arabic.

Signed by: _____ (Direct Line Manager)

Signed by: _____ (Divisional Director)