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| **TITLE:** International Programmes Coordination & Engagement Manager | | |
| **TEAM/PROGRAMME:** Program Delivery | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide | |
| **GRADE**: C, Mid-Senior Level | **CONTRACT LENGTH:** 2 year fixed term | |
| **CHILD SAFEGUARDING:**  Level 1: the post holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore a police check will not be mandatory for this post unless the content of the post changes, in which case the Child Safeguarding level should be reviewed. | | |
| **ROLE PURPOSE:**  The Coordination & Engagement Lead role sits within the Program Delivery department. The Program Delivery department combines Program Operations, Humanitarian, Supply Chain and Global Safety & Security all of which have gone through significant changes in the last couple of years and are responsible for leading and implementing many projects that coordinate with centre, members, regional and country office teams.  The purpose of the Coordination & Engagement Lead is to ensure that there is coherent engagement and effective communication within the department. This role will include improving internal communications, knowledge management, and initiatives between different teams. Working closely with the Program Delivery functional directors (leads of the Program Operations, Humanitarian, Supply Chain and Safety & Security teams), the role will ensure that there is better alignment of workplans and shared priorities across Program Delivery, as well oversight of progress, ensuring stronger contribution to delivering the COO priorities. The role will develop and implement a new communication and engagement plan which will strengthen collective understandings of our vision, our work and priorities across Program Delivery functions.  The role will ensure Program Delivery results and management and other information is updated regularly on OneNet and shared widely with other departments, at management meetings and with implementing offices. The role will also work closely with the Employee Forum representatives to ensure that there is a clear engagement strategy with the teams that addresses issues and concerns from the staff and provide strategic direction and support for a consistent application of cross-cutting internal initiatives such as staff well-being or Diversity, Equality and Inclusion.  Working closely with the Program Delivery functional leads and the Quality Management Team, the role will put in place simple and effective mechanisms to communicate critical management decisions, outcomes of meetings and performance updates in a clear and compelling manner. | | |
| **SCOPE OF ROLE:**  **Reports to: International Programs Planning and Management Lead**  **Staff reporting to this post:** None  **Role Dimensions:**  This role will work closely with the COO, Program Delivery Functional leads and the COO EA. | | |
| **KEY AREAS OF ACCOUNTABILITY**   * Lead the development and delivery of a communication and engagement plan that helps define plans, inspire engagement and behaviour changes needed to achieve Program Delivery goals. * Coordinate effective internal communication and engagement across the Program Delivery teams that will support the collective understandings of the department’s vision, work and priorities * Coordinate effective communication of performance updates (quarterly calls, International Program SMT meetings, etc.), outcomes of management meetings, and cross cutting strategy enablers & deliverables (Strategic partnerships, localisation etc.) * Coordinate the Program Delivery annual planning process, ensuring alignment of priorities and workplans across the different teams in contributing towards the strategic goals and COO priorities. Tracking and reporting progress against those plans * Own, oversee and be accountable for department knowledge management * Develop compelling content, telling the story of Program Delivery projects and programs, for use across all products and channels and with various audiences * Design and develop a variety of engagement materials and formats including key messages, presentations, newsletters, leadership messaging, etc. * Provide strategic direction and support for Program Delivery initiatives, including staff feedback through Share your View process. * Working closely with the HR teams and Employee Forum representatives, team leads and the staff health advisor, support internal initiatives such as staff well-being or Diversity, Equality and Inclusion * Own oversee and be accountable for maintaining and creating content for relevant sites and pages on Save the Children’s digital platforms (OneNet, web-page, workplace etc.) * Manage a central work plan of regular engagement activities and/or communications, ensuring that key milestones, achievements and activities are included * Ensure engagement activities and materials comply with communication minimum standards and processes for Save the Children | | |
| **SKILLS AND BEHAVIOURS (SCI 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 * Drives transparency of risks and issues in the Project Portfolio | | |
| **QUALIFICATIONS**   * Educated to degree level or qualified by relevant professional experience. | | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Proven experience in developing and implementing high impact information and engagement strategies, ideally in a complex global organisation. * Excellent writer and editor, skilled at distilling large amounts of information and crafting messages for diverse audiences * Experience developing communication materials and using a variety of formats * Fluency in written and spoken English * A strategic thinker with the ability to consider wider organisational needs * Experience of working in a project and knowledge management environment * Organized, with a focus on timelines and deliverables * Ability to work under pressure and meet tight deadlines in a fast-paced and changing environment * Self-motivated, self-starter * Team player * Strong interpersonal skills, able to interact with stakeholders of varying degrees of seniority * Highly resilient, comfortable with change and able to manage ambiguity * Organisational savviness and business acumen * A commitment to Save the Children’s mission and values * Experience and knowledge of digital communications means (social media platforms, digital tools etc.)   **Desirable**   * Experience developing and implementing engagement and complex work plans for largescale organisational design projects * Experience working in both the International Development and Corporate Sectors * Experience of complex global/federated organisation * Proficiency in a second language, preferably French, Spanish or Arabic. | | |
| **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. | | |
| **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 | | |
| **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. | | |
| **JD written by:** | | **Date:** |
| **JD agreed by:** | | **Date:** |
| **Job Description updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |