Global Alliance for Improved Nutrition

Job title:	Digital Transformation Project Manager - Digital Fortification Quality Traceability (DFQT+) System Project		
Classification:	Grade 5	Direct reports:	1 - 5
Work location	Nigeria, Bangladesh, Kenya	Travel required:	30%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Working with governments, businesses and civil society, we aim to transform food systems so that they deliver healthier diets for all people, especially the most vulnerable.

Headquartered in Geneva, Switzerland, GAIN has offices in countries with high levels of malnutrition: Bangladesh, Benin, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, Rwanda, Tanzania and Uganda. To support work in those countries, we have representative offices in the Netherlands, the United Kingdom, and the United States.

At GAIN, we believe that everyone in the world should have access to nutritious, safe, and affordable food. Today, one in three people - drawn from nearly every country on the planet - are unable to consume enough nutritious food. We work to develop and deliver solutions to this daily challenge.

GAIN in partnership with a consortium of eight organizations and together with local stakeholders, developed the Digital Fortification Quality Traceability (DFQT+) system, a cross-sector traceability that enables mills/refineries and authorities to generate, govern, share, and utilize safely accurate and traceable data on food fortification quality within factories and markets, including customs. The product was pilot tested in Bangladesh and Nigeria. The focus of the next phase of work will be on demonstrated sustained adoption in these two countries.

DFQT+ aims to revolutionize global food fortification by providing an adaptable traceability solution that empowers all stakeholders to ensure the delivery of more nutritious food to every consumer. The country-driven digital solution fosters real-time data sharing, transparency, trust, efficiency, and accountability across the entire food system value chain, enabling healthier populations. Consistent and actionable data on quality of fortified foods is critical to ensuring programmes can reach their potential public health impact. The DFQT+ system enables stakeholders to track micronutrient quality throughout the entire value chain, starting from the initial components and materials—such as premix and micronutrients—down to the final product, ensuring quality is maintained at every stage.

DESCRIPTION

Overall purpose

The Digital Transformation Manager leads the delivery of the DFQT+ digital transformation project, providing overall functional, technical, and managerial leadership across a multi-country, cross-functional delivery team. The role brings together central and local IT service providers, a Product Owner, in-country teams and implementation partners.

The project team is also supported by a Strategic & Technical Advisory Committee, which consists of a fractional Chief Technology Officer and Chief Strategy Officer, as well as other technical and support staff from GAIN to ensure cohesive and effective execution.

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The Digital Transformation Manager is accountable for aligning digital, operational and market-facing workstreams to deliver programme objectives within agreed timelines, budgets and quality standards. While technical delivery is led by the Product Owner and IT service providers and go-to-market execution is driven by in-country teams, the Digital Transformation Manager plays a critical integrative role, ensuring collaboration, alignment and shared accountability across all teams.

A core focus of the role is driving sustained adoption of the DFQT+system in Bangladesh and Nigeria, which is the primary success measure over the programme's 18-month lifecycle. The Digital Transformation Manager oversees planning, coordination, risk management and reporting across the programme, and builds strong relationships with partners and stakeholders to support long-term operational and financial sustainability of the DFQT+ system.

Tasks and responsibilities

Project Design, Planning and Implementation

- Provide strategic leadership for the end-to-end design, planning and implementation of the DFQT+ digital transformation project in line with the GAIN Project Management Guidelines (PMG).
- Manage the development, implementation and execution of the DFQT+ sustainability plan by coordinating inputs from product, technical, finance and programme teams.
- Define and manage project scope, objectives, milestones and delivery plans aligned with GAIN's business plans, programme frameworks and organisational strategy.
- Prepare, facilitate and follow up on inception workshops and regular project review cycles ensuring findings, decisions and recommendations are documented and tracked in PRISM, ensuring alignment across teams and partners.
- Monitor contextual, operational and market dynamics and adapt delivery approaches, timelines and implementation modalities as required.
- Enable and support team members to conduct assessments and contribute to proposal development and innovation initiatives.

Go-to-Market (GTM) Strategy and Digital Product Launch

- Refine and implement the Go-to-Market (GTM) strategy, including value proposition, positioning, target segments, channels, launch planning and growth priorities.
- Translate digital product readiness into launch plans, partner enablement activities and country-level deployment.
- Track GTM performance metrics, analyse adoption and growth trends, and support strategic experiments to inform scale-up decisions.
- Identify and escalate tactical marketing and campaign needs in collaboration with communications and product teams.

Market Readiness and Operational Alignment

- Coordinate cross-functional teams to integrate sustainability considerations into project planning and delivery.
- Facilitate stakeholder consultations and evidence-gathering (e.g., value proposition testing, willingness-to-pay assessments) led by relevant technical or product owners.
- Monitor product and delivery costs against budgets and projected government, donor and private-sector funding, escalating risks as needed.
- Ensure assumptions, dependencies and sustainability risks are documented and integrated into project plans delivery decisions and scale-up timelines.

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Project Management and Oversight

- Oversee project governance, change requests, risk and issue management, and contingency planning.
- Ensure implementation adheres to policies, quality standards, and best practices, including environment, gender, safeguarding and inclusion requirements.

People and Team Management

- Lead and coordinate a high-performing, cross-functional project team across product, communications, knowledge management, in-country teams and partners.
- Coach and support teams in executing GTM and sustainability plans.
- Manage recruitment, performance, training and mentoring in line with GAIN policies.
- Foster an inclusive, collaborative culture and ensure adherence to code of conduct and equity, diversity, and wellbeing principles.

Stakeholder Management

- Build and maintain strategic partnerships with government, civil society, INGOs, private sector and consortium members.
- Lead partner onboarding, define roles/MOUs, and coordinate commitments for integration into programme delivery.
- Represent the project externally as agreed with the Head of Programmes & Policy.
- Serve as the primary escalation point for partner issues, ensuring accountability, alignment and satisfaction.
- Ensure delivery aligns with technical and quality standards in collaboration with GAIN technical teams and monitoring networks.

Resource Management

- Oversee donor reporting, ensuring high-quality narrative and financial reports in line with GAIN and donor requirements.
- Work with international finance teams to develop accurate budgets, forecasts and cost controls across all project activities.
- Lead procurement processes, including supplier identification, selection and management, in line with ethical and procurement standards.
- Ensure timely and accurate monthly project reporting in line with GAIN Project Management Standards, providing management with updates on progress, risks, changes and emerging priorities.

Key organisational relationships

- Reports to the Large-Scale Food Fortification Programme Lead.
- Work closely with Strategic & Technical Advisory Committee, which consists of a fractional chief technology officer and chief strategy officer.
- Line management and mentoring of project support staff.
- Close collaboration with the other projects and operational staff.
- Liaises regularly with GAIN Programme Services Team and Knowledge Leadership teams.
- Government, Donors, NGOs, Private Sector, Academia and others

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JOB REQUIREMENTS

Competencies

- Proven project management expertise, including managing digital development or ICT4D initiatives, with strong skills in scope definition, milestone tracking, risk and issue management, governance, and reporting.
- Demonstrated leadership ability to motivate, mobilise, and coordinate cross-functional teams, including staff outside direct reporting lines.
- Strong analytical and systematic thinking, with sound judgement, problem-solving capabilities, and creative approaches to challenges.
- Excellent interpersonal, communication, influencing, negotiation, and diplomacy skills.
- Understanding of gender, protection, and inclusion considerations in humanitarian and development contexts, and ability to integrate these into project design and analysis.
- Flexible and adaptable, able to respond to unexpected challenges with innovative solutions while maintaining project objectives and organisational ethos.
- Proven ability to coordinate and align diverse stakeholders, including government, private sector, civil society, and consortium partners.
- Commitment to equity, safeguarding, inclusion, and organisational policies, fostering high-performing and collaborative team cultures.
- Strong digital literacy, including proficiency in Excel, Word, Outlook, and PowerPoint.

Experience

- Demonstrated experience managing digital development / ICT4D projects in international development with large INGOs or NGOs.
- Proven track record in delivering end-to-end digital transformation or large-scale technology projects across multiple low-and-middle income countries (LMICs), on time and within budget, including planning, design, implementation, and monitoring.
- Strong experience with ICT, mobile, and web-based technologies, deploying digital tools in LMICs to ensure adoption and operational impact.
- Experience in Go-to-Market strategy execution and digital product launch, including adoption tracking, performance metrics, and partner enablement.
- Experience in leading cross-functional teams spanning across product, technical, finance, communications, and country-level operations.
- Strong financial and resource management experience, including budgeting, forecasting, procurement, and donor reporting.
- Proven ability to facilitate workshops, stakeholder consultations, and collaborative decision-making, ensuring alignment and effective project delivery.

Education

- University degree in business management, sustainable development, public health, economics, development studies, technology, peace and conflict studies or related field.

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Other requirements

- Must be willing and able to travel
- Proficiency in English (written and spoken).

WHAT GAIN OFFERS

- A competitive renumeration package
- Flexible working hours through hybrid working opportunities
- Friendly working environment
- Professional development opportunities
- The chance to make a lasting contribution to reducing global malnutrition

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.