

## Global Alliance for Improved Nutrition

<b>Job title:</b>	Manager, GAIN Dashboard Project
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<b>Classification:</b>	Grade 5 – Manager	<b>Direct reports:</b>	0
<b>Work location</b>	London, United Kingdom	<b>Travel required:</b>	<10%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. In particular, we aim to make healthier food choices more desirable, more available, and more affordable. GAIN's mission is to advance nutrition outcomes by improving consumption of nutritious and safe food for all people, especially the most vulnerable to malnutrition.

### ABOUT THE GAIN DASHBOARD PROJECT:

The project will include:

- Understanding our business processes and associated Project Dashboard requirements
- Working with stakeholders who 'own' and use relevant data
- Identifying relevant data sets and data processes
- Identifying what is technologically feasible and functionally achievable
- Advising on the best product
- Supporting the purchase and implementation of the chosen product
- Supporting those who input and manage data, including on any changes in practice necessary to support the Project Dashboard
- Training/building the capacity of GAIN staff to manage, maintain and exploit the Project Dashboard in the medium term to ensure maximum value from the investment

DESCRIPTION
<p><b>Overall purpose</b></p> <p>GAIN requires a Manager, GAIN Dashboard Project for one year to lead the specification, procurement and implementation of the GAIN Dashboard Project. This will identify and install a new Projects dashboard and support its initial use by project managers globally. The intention is to improve decision-making and to add value, by providing Project Managers with timely, up-to-date, accurate data that gives insight into project delivery and quality, attractively and accessibly displayed.</p> <p>The Manager will deploy their project management skills to ensure we have a clear understanding of stakeholder needs (using business analysis tools and expertise); will quickly develop a clear options appraisal of the available products; will work with our IT team to support installation; will lead the training and implementation of the chosen product.</p>

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The Project Dashboard will be a critical business tool for GAIN, drawing data from GAIN's stand-alone systems including data on finances, HR and projects. The project will include consideration of data currency (live/periodically updated etc.).

The Project Dashboard will be used by programme leads, project managers and budget holders across the organisation. We will position this as the key information tool that programmes and operational staff will use to inform and manage their work, managing our \$50m+ project portfolio to help ensure delivery is on-time, on-budget and to the required quality.

In doing this, the Manager will work alongside other staff and in the context of GAIN's other systems. These are based on the Salesforce platform. They include a recently released project management tool, PRISM.

We expect the Project Manager to exercise a high level of initiative and judgement – they will be the lead for the project and will be accountable for ensuring it is completed successfully. This means being able to deliver the project on time, meeting the needs of various stakeholders. The Project Dashboard needs to have a shelf-life of several years, so the decision on purchase and ensuring effective mobilisation is once-in-a-cycle and business-critical.

### Tasks and responsibilities

#### Project management

- Lead, design and manage the project on time and on budget, reporting to the Project Steering Group
- Establish and run the stakeholder group
- Ensure stakeholders are engaged and fully abreast of progress and issues
- Work with the IT team and other staff running current information systems to identify data sets and how these can populate the dashboard

#### Business process analysis

- Ensure completion of our work to discover and document all “as is” data sets and information flows related to the Project Dashboard and ensure we have full analyses that identify key issues, inefficiencies, and bottlenecks.
- Collaborate with key stakeholders to ensure that “to be” data sets will populate the Dashboard in line with project drivers

#### 1. Requirements management

- Lead the stakeholder team to finalise the technical requirements for the dashboard product (via meetings, workshops etc.)
- Deliver the options appraisal of the leading contender projects so that the purchase decision ensures value for money; IT security compliance; and best fit with GAIN's systems, especially PRISM
- Advise on licensing options

#### 2. Stakeholder and user liaison

- Lead effective engagement with relevant internal stakeholders
- Ensure the project balances technology and business issues with the non-technical user perspective
- Lead the appointed project team personnel to meet the project deadlines, schedules, and methodologies

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- Create user guides and train users

### Other

- Carry out any other duties and projects appropriate to the post as required.

### Key organisational relationships

- Reports to the Head of IT
- Work closely with senior staff in particular the Director of Strategic Operations, Director of Country Programmes and CFO
- External consultants/GAIN's external IT and IS support functions
- External vendors and suppliers
- GAIN staff engaged in data processes and data management
- GAIN staff engaged in project management

## JOB REQUIREMENTS

### Competencies

- Outstanding project management skills delivering comparable projects in a knowledge management/information systems context
- Knowledge in Process mapping and ability to lead business analytics including
- Competent in conducting feasibility studies, options analysis, business change and implementation
- Experience in leading stakeholder management and engagement
- User support skills and experience including:
  - customer awareness
  - bringing together users with different perspectives to develop consensus and ways of working collaboratively
- Excellent communication and interpersonal skills; able to communicate effectively to both technical and non-technical staff
- Good understanding of relevant software including Salesforce; of CRM and MIS concepts; Microsoft Office365; Windows7, Windows10 and MacOS operating systems
- Capacity building/training delivery in person and remotely

### Experience

- Proven project management delivery including risk and issue management, quality assurance/management and change control
- Agile and Business Analysis methodologies, techniques, with demonstrable experience in developing data projects that drive business decisions and business improvement
- Exceptional relationship / stakeholder management and engagement experience
- Process mapping and conducting feasibility studies, as well as business change and implementation
- Experience working in/with an international organisation (essential) and preferably an INGO
- Experience working with the Salesforce ERP (Enterprise resource planning software)
- Experience in applying Project Management methodologies such as APM, Prince & Agile (desirable)

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### Education

- Educated to degree level or supporting technical certifications; and/or equivalent degree standing in Computer Science or related Information Technology/Business Systems discipline; or equivalent work experience
- Salesforce certifications and accreditations (desirable)
- Formal project management training and certification (desirable)

### Other requirements

- Fluency in spoken and written business English is essential.

### WHAT GAIN OFFERS

- A hybrid working policy and flexible working hours
- Friendly working environment
- Professional development opportunities
- Competitive reward package and benefits