

Business Systems Manager – (IPMS) at Heifer International

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

Heifer International's mission is to work with communities to end world hunger and poverty and to care for the Earth. Dan West was a farmer from the American Midwest and member of the Church of the Brethren who went to the front lines of the Spanish Civil War as an aid worker. His mission was to provide relief, but he soon discovered the meager single cup of milk rationed to the weary refugees once a day was not enough. And then he had a thought: What if they had not a cup, but a cow? That "teach a man to fish" philosophy is what drove West to found Heifer International. And now, nearly 70 years later, that philosophy still inspires our work to end world hunger and poverty throughout the world once and for all. HOW IT WORKS We empower families to turn hunger and poverty into hope and prosperity – but our approach is more than just giving them a handout. Heifer links communities and helps bring sustainable agriculture and commerce to areas with a long history of poverty. Our animals provide partners with both food and reliable income, as agricultural products such as milk, eggs and honey can be traded or sold at market. When many families gain this new sustainable income, it brings new opportunities for building schools, creating agricultural cooperatives, forming community savings and funding small businesses.

Function

The Business Systems Manager – Integrated Program Management System (IPMS) will be the individual responsible for the ensuring full implementation of IPMS and that day-to-day support, training and issues resolution is proactively managed for IPMS. They will be

embedded in each Program Area and work with the Program Area team and country program staff to ensure that needs related to IPMS are defined, issues are escalated (as appropriate) and resolution is sought. Working in close coordination with program teams, the role will be dedicated to hearing and interpreting the project management needs of program and project staff in their associated Program Area and ensuring that those needs are addressed. The role may be located in any of the following countries: Ethiopia, Kenya, Nigeria, Tanzania, Senegal, Uganda, Rwanda or Zambia.

Essential Character Traits

A successful candidate eager to learn, with exceptional problem solve skills and enthusiastic to collaboratively work on innovative solutions. This role requires a strong commitment to teamwork, detailed oriented, excellent communication skills, strong ability to work cooperatively with multi-cultural teams, manage multiple priorities and thrive in a matrixial reporting management structure.

RESPONSIBILITIES & DELIVERABLES

Supports the maintenance and continued improvement of Heifer's project management business processes. (30%)

Facilitate the full implementation of IPMS components area wide.

Conduct the onboarding process of Heifer's project management business processes for new project management staff.

Share and facilitate Heifer's online learning courses on Heifer's project management business processes in collaboration with Heifer's People Dept.

Collaboratively work to reflect and address field-identified project management needs in Heifer project management business processes.

Elevate requested changes from the area on project management processes to IPMS management and support the update process (i.e., collect feedback, coordinate meetings, etc.).

Working within the Area structure, provide operational support to field staff on Heifer's project management business processes, such as, location of guidelines, online learning courses, and explaining business process and tools related to IPMS implementation.

As requested, and in coordination with the leadership of Africa regional office, organize

regional, country and project training and/or feedback meetings on IPMS, document actions and next steps.

Collaborate effectively with the other IPMS team members in the regions, document lessons learned, opportunities, challenges, and solutions/recommendations.

Specialist in Heifer's cloud-based project management software and preserving its value to program staff. (35%)

Provide support to field staff for NGO Online, including resolving questions and issues both functional and operational, in a timely manner.

Triage questions or issues that end users face to appropriate teams (ie. IPMS management, HQ MELS, Enterprise Systems, IT, Knowledge Management etc.)

Provide direct support to program teams starting new projects with system setup (i.e., NGO Online, Laserfiche, Agresso).

Actively listen and document the needs of field teams and elevate requests that would involve adaptation or updating the system to IPMS Management.

Develop and distribute necessary resources/training videos and other materials related to conducting activities, improving efficiency, sharing best practices of NGO Online.

Conduct IPMS data quality spot checks on projects.

Work with all stakeholders to ensure data reporting is standardized across the network; recommend and implement improvements in reporting/tracking process or tools.

Provide refresher trainings on the system process functions.

Proactively identify NGO Online system functionalities that might need adjustments or updates, including but not limited to functions identified during feedback meetings.

Lead communications around IPMS updates and troubleshooting.

Provide analysis and reporting to support the strategy (15%)

Develop a standard process of identifying and creating standard and special reports and dashboards for decision making and sharing to stakeholders.

As needed, develop reports for decision making and sharing to stakeholders.

Generate updates for senior level audiences on performance of projects and programs.

Drive change with thought leadership around information flow, systems, and related process improvements.

Coordinate with others to optimize data analysis and reporting capabilities.

Support Signature Program data management (15%)

Supports the use of evidence to identify areas of program underperformance, program excellence, management, and major opportunities for growth.

Work with the Signature Program Director and provide guidance to country teams implementing Signature Programs to ensure that data structures for IPMS are in the right and required format.

Collaborate with country teams to identify opportunities to support country level signature program and project business plan reports (e.g., area-wide data aggregation).

Work with country teams in the setting up additional systems that supports improved data management for more effective measurement and reporting from Signature Programs perspective (e.g., geographical information systems, case-based management systems, Power BI) that could be integrated with IPMS.

May perform other duties related as assigned (5%)

Requirements

Minimum Requirements

Bachelor's degree in international development, computer science, management information systems or relevant field, plus 7 -10 years' experience in project management in non-profits.

Practical experience in project management in the INGO space.

Proven experience in project management systems use.

Preferred Requirements

Excellent problem-solving skills based on the analysis of available data to identify solutions to complex problems.

Skills in the use of infographics to condense information targeting specific audiences.

Proven experience in managing change management processes within a development organization.

Experience managing Azure and other Microsoft environments.

Strong experience in project management, project management certification is a plus, Project D Pro.

Ability to train individuals and teams using participatory methodologies and different tools. Strong facilitation skills preferred.

Ability to translate complex concepts and ideas into simple, clear, and actionable reports.

Skills in software management, data processing and information generation.

Bilingual English and (writing, reading and speaking).

Most Critical Proficiencies

Demonstrated ability to manage and communicate effectively across cultures and teams.

Strong ability to listen, analyse, and document issues.

Patience with building capacity and the gradual change of the work.

Strong experience in project management, project management certification is a plus, Project D Pro

Demonstrated flexibility and creativity in planning and problem solving.

Proven ability to exercise sound judgment in challenging situations.

Proficient in performing Data Quality analysis while paying attention to details.

Experience with SharePoint, excel, and PowerBi.

Essential Job Functions and Physical Demands

Ability to work under pressure, perform multiple tasks and manage consistently competing priorities and high-volume, meticulous work, comfortable in rapidly changing environment. Must be flexible and able to improvise to handle a variety of situations.

Ability to maintain close relationships and work with team members from a distance and with limited opportunity for personal interaction.

Constant sitting and working at a computer for extended periods.

Constant face-to-face, electronic, and telephone communication with colleagues and the general public.

Ability to travel and adequate physical conditions are necessary to travel internationally.

Ability to work with sensitive information and maintain confidentiality.

High attention to detail and accuracy.

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