

Role Description – Temporary Assignment

SYSTEMS AND OPERATIONAL EFFICIENCY OFFICER C19RM - 100% (STARTING AS SOON AS POSSIBLE – ENDING 31.12.2021)

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1. The Global Fund

« The Global Fund is a partnership designed to accelerate the end of AIDS, tuberculosis and malaria as epidemics. As an international organization, the Global Fund mobilizes and invests more than US\$4 billion a year to support programs run by local experts in more than 100 countries. In partnership with governments, civil society, technical agencies, the private sector and people affected by the diseases, we are challenging barriers and embracing innovation.

Behind the Global Fund's extraordinary record of impact against AIDS, tuberculosis and malaria are our people. Global Fund staff work with governments, communities and civil society, technical agencies, the private sector and people affected by the diseases to bring the world closer to ending the epidemics, saving millions more lives. Global Fund staff are instrumental in uniting the fight against these three diseases.

We are diverse and engaged, skilled and experienced, motivated and inspiring, creative and agile. From human rights to human resources, grant management to facilities management, we work every day within the unique partnership to confront global health threats, equip countries on the front lines, protect vulnerable people across the world, and save lives. »

More information about The Global Fund on www.theglobalfund.org

2. Rôle description

The Global Fund is currently seeking a Systems and Operational Efficiency Officer to support the C19RM Secretariat. The C19RM Secretariat is the team responsible for leading and coordinating the Global Fund Covid19 Response Mechanism.

Key Responsibilities

- Supporting project management of C19RM 2.0 design and business process optimization.
- Development of options to improve efficiency and effectiveness of key elements of the C19RM business model based on lessons learned and OIG audit / review findings.
- Supporting the operationalization and launch of C19RM 2.0
- Developing C19RM KPIs for business process & exception monitoring plus trend & root cause analysis, to solve differing and potentially interlinked issues.
- C19RM business process management as part of strategic support to business users, including investigating and resolving issues which are varied and non-routine, using previous experience to identify the most appropriate solution and/or enhance existing approaches.
- Identification and design of operational enhancements, including business requirements development and testing to ensure further improved processes, procedures, system solutions, data flows, quality & reporting.
- Proactive identification of user gaps in key knowledge areas and skills and developing and implementing targeted change management to address such gaps and reduce support needs

Business process management, analytics and support provision for C19RM:

- Work with the Operational Efficiency Team, Risk, IT and within the Access to Funding Department, to produce overviews and analyses of key controls for implementation of assurance framework and monitoring, and metrics for use at the C19RM meetings;
- Coordinate with Country Teams to ensure socialization of change initiatives and C19RM requests being tabled for review at the C19RM Investment Committee meetings have complete documentation and have passed the appropriate control and approval gates;
- Provide operational process advice to C19RM Secretariat and C19RM Investment Committee meetings, highlighting C19RM awards at risk and proposing solutions
- Collect and analyze feedback from C19RM Investment Committee and Advisory Group meetings
- Lead the continuous improvement, change management and optimization of identified elements of the C19RM business model and C19RM Secretariat operations providing up-front guidance to C19RM Secretariat, A2F management as appropriate, and OE on opportunities for improvement, as well as representing the C19RM Secretariat Team in meetings related to operationalization, GOS/Systems, grant-making or grant revision process redesign along with process and sub-process owners;
- Participate in and support special projects and initiatives requiring inputs on GOS/Systems-related C19RM, A2F or grant management procedures and systems.

Better enable value-based decision-making within C19RM through data

- Work alongside the C19RM Information Management team, OE Manager and specialists, and IT to create and deliver data products (including dashboards, data input tools, datasets) that facilitate the work of the C19RM and ensure timely grant signing. Oversee data input compliance with organizational data governance norms and standards, including regular audits of critical datasets for quality and access, and manage ongoing risks
- Provide regular updates to C19RM Senior Manager on the status of data tools and processes, their impact on existing processes, and recommendations for improvement

Increase C19RM tool-based data management ownership

- Working with Country Teams and the Operational Efficiency team, devise and implement change management strategies to help improve user understanding of Grant Operating System (GOS)/Systems-related platform processes and business processes
- Lead the team response to the GOS/Systems platform, including proposing additional enhancements and design capabilities to the OE and IT teams, and managing their implementation
- Manage escalations from support teams, providing advice, conducting root cause analysis and defining new resolution procedures.

S/he collaborates with a wide range of stakeholders within the Global Fund and uses strong interpersonal, communication and diplomacy skills to integrate the differing perspectives of such stakeholders, while ensuring that that the analytics, support provision, enhancements and associated change management efforts remain coherent, user-friendly and streamlined.

3. Candidate profile

Qualifications

Essential:

University degree in Finance, Statistics, IT, Economics, Business Administration, Engineering or any equivalent with a strong quantitative component or equivalent professional training.

Desirable:

Qualification in project management or equivalent, or work experience in a project management / change management / business improvement capacity

Experience

Essential:

Experience providing integrated analysis and issues resolution to business users

Experience with project management methodology

Experience coordinating between cross-divisional teams

Experience implementing organizational change using change management techniques

Knowledge of the Global Fund and its policies, processes, procedures and system solutions

Professional work experience delivering business intelligence solutions for decision-making, including experience in data analysis, visualization and presentation, dashboard design and delivery

Experience in performing data quality checks or data cleaning

In-depth knowledge of Salesforce Platform and familiarity with Global Fund Grant Operating System

Desirable:

At least five years of professional experience, including in business analytics, process optimization, support provision, project and / or change management

Hands-on experience with Global Fund grants, within the Secretariat, as a Recipient, a Local Fund Agent or a partner organization

International development experience, including in an international organization, non-profit or private sector, an advantage.

Competencies

Essential

Customer service orientation

Excellent analytical skills and strong attention to detail

Excellent problem solving, design, debugging, and testing skills

Effective oral and written communication skills

Proven record of interacting and maintaining good working relationships with individuals of varying social and cultural backgrounds

Constant improvement: Finds ways to improve processes/output, to better deliver on the organization's goals. Shows drive to identify issues and proactively solve them.

Languages:

Fluency in English

4. Application

Referring to the exact name of the above mentioned position, please send your CV, motivation letter, reference letters, work certificates, diplomas or any other relevant document in electronic format to: cv.tgf@procadres.com
