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| **TITLE:**  Programme Manager | | |
| **TEAM/PROGRAMME:** Kumwe Hub | **LOCATION:** Kigali, Rwanda | |
| **GRADE**: 2 | **CONTRACT LENGTH:** 2 years (with a view to renewal) | |
| **CHILD SAFEGUARDING:**  Level 3:  the post holder will have contact with children and/or young people *either* frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work on country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff. | | |
| **ROLE PURPOSE:**  [Kumwe (Kinyarwanda for ‘together’) Hub](https://www.youtube.com/watch?v=objsE7kgJ5E&t=1s) is an African focused innovative finance and impact investment arm within Save the Children. We support the growth, success and sustainability of local businesses[[1]](#footnote-1) who are having a positive impact on children. We back these businesses through an array of technical support, resources, and services. These include providing **a safe space** for start-ups to pilot new approaches within Save the Children’s existing programmes, providing **advice** to businesses on their operations and impact, and providing **finance** through grants, loans and investments.  This approach is **sustainable;** relying on the businesses’ inherent motivation to grow. This in turn increases support for children and their families. It is sustainable for Kumwe Hub too, thanks to returns on the investments we make.  By supporting **local** businesses, we know that our support is going to organisations, which really understand the needs and challenges faced by children in their community.  By supporting **impact**-focused businesses with Save the Children’s monitoring and evaluation expertise, we ensure businesses maintain a social focus, whilst proving positive outcomes for children and families.  To further support local businesses, we take active steps **creating market ecosystems** which can benefit children, for example by setting up businesses in refugee settings, and helping vulnerable groups to pool resources and procure services for their community.  The Programmes Manager will play a crucial role in leading Kumwe Hub’s **largest single project to date (over $500K)**. This is not a standard development project; instead it is a **heavily innovative programme**. There is only a very limited project plan in place, and the role holder will need to liaise with key programme stakeholders before building and delivering a plan based on their thoughts and suggestions.  The title of the programme is ‘***Bridging the Digital Divide’***. It aims to address challenges that refugees are largely left behind in the digital revolution. This lack of connectivity is a key barrier to accessing livelihoods opportunities as refugees are effectively barred from finding work in the digital economy.The role holder will be responsible for developing a plan to **deliver internet services to refugee settings in a sustainable way** – possibly through creating a **market-based system** where refugees group together to pay for services from local private sector actors.  The programme will involve a great deal of refugee community interaction, buy-in and collaboration, working hard to understand the needs in the community and possible opportunities to address those needs. While the programme is highly [**agile**](https://www.apm.org.uk/resources/find-a-resource/agile-project-management/) in nature it will roughly follow the key stages below:  **Phase 1**  In-depth needs assessment with refugees (approx. 3 months).  Market dialogue with possible providers (3 months).  Call(s) for applications to interested parties (2 months).  Contracting and customization of solutions (4 months)  **Phase 2**  Piloting the solution (10 months).  **Phase 3**  Dissemination and close-out phase (2 months).  There will be a significant emphasis on **Monitoring Evaluation Accountability and Learning (MEAL)**, with the role holder expected to conduct research themselves and liaise very closely with MEAL colleagues in the camps settings, in Kigali and remotely with colleagues in Norway.  In helping Kumwe Hub deliver this project, the role holder will be helping to build sustainable business led eco-systems which could transform refugees’ access to the web (and the associated benefits therein). More broadly they will be helping Kumwe Hub achieve its vision of delivering a transformational new approach across Save the Children. They will be **‘shaking up traditional aid delivery’** and showing how a more locally-led, sustainable approach to development can be implemented. | | |
| **SCOPE OF ROLE:**  **Reports to:** Head of Business Community and Programmes  **Staff reporting to this post:** 0 | | |
| **ROLE SCOPE AND PURPOSE:**  The Programme Manager will be responsible for delivering on three key metrics:  **1) Establishing the ‘Bridging the Digital Divide’ Programme**  The role holder will be responsible for successfully starting the programme, putting in place systems and approaches to effectively understand the needs in the community, as well as scoping and liaising with potential business partners.   * Key Performance Indicator (KPI) 1.1 – ‘Sign off’: The proposed approach will need to be signed off by the Kumwe Hub leadership team, UNHCR, Save the Children Norway colleagues and the donor in a quarterly steering group committee meeting. * KPI 1.2 – ‘Kick off’: The role holder will ensure key implementing stakeholders, including but not limited to; Field Office Staff, MEAL colleagues, UNHCR and Kumwe support colleagues are aware of what needs to be done and how the project will be implemented. * KPI1.3 – ‘Solution Delivered’: The Programme Manager will have established a solution for internet access for refugees at the end of one year. This will be ready to be tested with key contracts in place and all stakeholders fully aware of the approach.   **2) Testing the proposed solution.**  The role holder will then be responsible for implementing the proposed solution.   * KPI 2.1 – ‘Agile’: The role holder will continuously tweak and adapt the solution, ensuring that the voices, concerns and ideas of all stakeholders are considered. * KPI 2.2 – ‘Efficient Delivery’: The Programme Manager will be responsible for the efficient running of the solution, anticipating and dealing with any challenges, and ensuring that key stakeholders are informed of progress.   **3) Monitoring Evaluation Accountability and Learning**  We need to have a robust and effective record of how successful (or not) this project is. Not only will this allow us to possibly scale this approach, but it will inform similar programming for Save the Children.   * KPI 3.1 – ‘MEAL collection’: The role holder will ensure that robust MEAL is in place throughout the project lifecycle. They will lead on the co-ordination of MEAL colleagues, including possible external evaluators. * KPI 3.2 – ‘MEAL presentation’: The Programme manager will be responsible for presenting findings in a clearly understandable manner to key stakeholders, including but not limited to: the donor, the Government, UNHCR and Save the Children colleagues. | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * Holds themself accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values. * Holds colleagues and partners accountable to deliver on their responsibilities - giving them the support and candid feedback they need to deliver efficiently.   **Ambition:**   * Sets ambitious and challenging goals for themselves and their project-based colleagues, takes responsibility for their own personal development and encourages others 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, other colleagues, 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. * Develops practical guidelines and tools in areas where there are none.   **Integrity:**   * Honest, encourages openness and transparency; demonstrates highest levels of integrity. * Is open to feedback with a [growth mindset](https://www.mindsethealth.com/matter/growth-vs-fixed-mindset). | | |
| **QUALIFICATIONS**   * Degree in project management, international development, innovation **or:** * Other related field, or equivalent experience. | | |
| **EXPERIENCE AND SKILLS**   * **Essential**   + Minimum 6 years’ work experience in a **project management** capacity.   + An individual with experience **designing international development interventions.**   + A self-starter who is capable of working in **flexible and agile manner with limited guidelines**.   + Evidence of **strong inter-personal skills**, a good listener who can translate feedback and information from key programme stakeholders into deliverables.   + **Results oriented**, with excellent ability to work under pressure. The position requires effective time management, multi-tasking and strong coordination and planning skills.   + Fluency in written and spoken **English and Kinyarwanda**. * **Desirable**   + A conceptual and theoretical understanding of innovation and [**agile**](https://www.apm.org.uk/resources/find-a-resource/agile-project-management/) **project management**.   + Experience working with **tech and internet sector in Rwanda**.   + Experience working with **the UNHCR.**   + Conversational (or better) spoken **Swahili, French and/or Kirundi** (for interactions with refugees). | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.  This is especially true at Kumwe Hub owing to our ‘start up’ set up, and the possibly reduced workload in the second year when the project is established and running (phase 2). | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **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 Save the Children International (SCI) anti-harassment policy. | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by: James Raynor** | | **Date:** 03.11.22 |
| **JD agreed by:** | | **Date:** |

1. By ‘local businesses’ we mean (in priority order) i) locally owned and registered ii) locally led iii) locally serving. [↑](#footnote-ref-1)