|  |
| --- |
| **TITLE:** Transformation Delivery Coordinator |
| **TEAM/PROGRAMME:** Transformation Delivery | **LOCATION:** London, UK |
| **GRADE**: TBC | **CONTRACT LENGTH:** Open ended |
| **CHILD SAFEGUARDING:** Level 1:  the role holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore, a police check will not be mandatory unless the content or location of the role changes, in which case the Child Safeguarding level will be reviewed |
| **ROLE PURPOSE:*** To support the Transformation Delivery Department’s directors based in London with professional administrative assistance as well as providing coordination between their London and regional based teams. For the Directors this will include diary management, travel support, internal and external meeting coordination and general administration. For the wider teams this includes being a point of contact for general enquiries and providing guidance on correct practice and procedures
* To support the Transformation Delivery Team Plan lead with defining the Team Plan, developing required content and coordinating associated activities. This is key to ensure the success of the team through a focus on learning and development, career development and talent management
 |
| **SCOPE OF ROLE:** **Reports to:** Director of Transformation Delivery**Staff reporting to this post:** None**Budget Responsibilities:** None |
| **KEY AREAS OF ACCOUNTABILITY:** **Support for Transformation Delivery Department’s directors*:**** Work closely with directors to anticipate their requirements in all matters related to their immediate and long term schedules. This will require a good knowledge of events and meetings and key personnel involved
* Plan/arrange all travel including ticketing, hotel accommodation, travel related documentation (including visas), foreign currencies and itineraries for all trips
* Draft/send responses where and when appropriate and propose solutions for responses
* Track and reconcile all expenses for the Directors and check all expenses submitted to Directors by team members to ensure expenses guidelines are being followed. Assist with checking the monthly transactions charged to the Transformation Delivery department budget
* Pro-actively manage and organise a variety of meetings, and follow up on/monitor action points; includes preparing dial-ins and checking attendees in advance
* Manage the logistics, preparation and follow-up for all meetings as required. This includes internal meetings, meetings in external locations (sourcing venues and caterers and arranging dinners for large groups) as well as occasionally arranging meetings in other country offices (liaising with admin staff in regions and attendees to coordinate travel and accommodation)
* Coordinate the performance management process for the Transformation Delivery Team to ensure the process is clear, communicated and completed in line with the required timelines. Provide additional support to the Transformation Delivery Directors to manage the process for their team including sending out the performance feedback requests, scheduling the review meetings and collating the feedback received in preparation for the reviews
* Work pro-actively to ensure the different sub-teams within the Transformation Delivery Team stay connected and aligned
* Lead on inducting new team members into the team, including new starter forms, arranging all induction meetings, organising computer equipment as necessary
* Manage the Transformation Delivery Teams intranet site, team sub-sites, email distribution lists, organogram, and photobook
* Keep informed of administrative internal good practice and advise directors of procedures as appropriate

**Support for the Coordination of the Transformation Delivery Team Plan:** * Support the TD Team Plan Lead to define and document the development strategy and detailed plan including Career Development, Learning and Development and Talent Management activities
* Plan and facilitate regular engagement between those that are part of the TD Plan Team
* Create and maintain an overview pack explaining the team plan, objectives, team etc.
* Document the communications plan and create associated communications materials
* Suggest and implement improvements to the approach
* Setup and coordinate engagement sessions
* Track progress against the Team Plan
* Report back status and risks and issues including proposed and agreed interventions
 |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**):**Accountability:*** Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** Sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team 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, colleagues, Members 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.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
 |
| **QUALIFICATIONS:** * Degree level education preferable or equivalent work experience.
 |
| **EXPERIENCE:*** Proven experience in a similar role, preferably in an international environment
* Experience of dealing with complex diary and international travel arrangements
* Strong planning/anticipation and organisational skills; experience of planning and organising meetings and events, with a strong attention to detail.
* Strong coordination and time management skills. Ability to plan ahead, anticipate requirements, problems and obstacles, juggle competing priorities successfully, and work effectively and calmly under pressure to tight deadlines.
* Sound judgement and an ability to effectively prioritise multiple tasks in a constantly changing environment
* Sound knowledge of office practices, procedures and administrative systems including filing systems. Competent in use of Microsoft Office including Word, Excel, PowerPoint and Outlook.
* Ability to adopt a pro-active approach to problem solving working closely with the Directors and other colleagues as required
* Strong interpersonal, written and oral communication skills; fluent in English
* A flexible and collaborative approach; ability to liaise with a broad range of people at all levels, across different cultures and to act with credibility, discretion, tact and diplomacy.
* Thorough and trustworthy, takes pride in delivering high quality work and gives a high level of attention to detail.
* Commitment to the mission, vision and values of Save the Children.
 |
| **Equal Opportunities:**The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Health and Safety:**The post holder is required to carry out the duties in accordance with SCI Health and Safety 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. |
| **Additional job responsibilities:**The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **JD written by:**  | **Date:** |
| **JD agreed by:**  | **Date:**  |
| **Job Description updated By:**  | **Date:**  |
| **Evaluated:** | **Date:** |