

Regional Digital Program Manager - MEER

Location: [Europe & the Middle East] [United Kingdom]

Town/City: Home Working

Category: Information Technology

Job Type: Fixed term, Full-time

***Preferred position location: United Kingdom - Home working. Other locations to be determined by home country of successful candidate in the Middle East & Eastern European Region where VF/WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF POSITION:

To provide regional leadership for Technology & Digital solutions, which reduce Operational Cost Ratio (OCR) for the region's financial inclusion operations.

This role will drive technological change by:

- Project managing digital financial service implementations in new countries.
- Advising the MFI leadership teams on all aspects of digital transformation and developing their capacity in technical skills, project management skills and change management skills.
- Helping Regional Team and national leadership teams to identify strategies, opportunities and models of technologies to support digital transformation of financial services.
- Quality assuring the systems, project management rigor and vendor selection, in accordance with regulatory requirements.
- Ensuring regional alignment with VFI standards and managing regional Technology & Digital transformation programs (as well as contributing to global initiatives).

KEY RESPONSIBILITIES:

Strategic Leadership of Digital Transformation:

- Support local management teams to translate their business requirements into functional requirements
- Overseeing and support of MFIs in implementing the digitalization and change process.

Change Management:

- Champion the "Change" elements of projects, working with global SME's (the Operations & Technology team and others), to review, document and implement changes necessary.

Roll-out Plan:

- Develop and manage a detailed plan of how the Technology & Digital strategy will be rolled out including core systems, mobile & digital applications, infrastructure, support and 'other technologies'; and

Resources:

Support the hiring, budgeting and management of resources that will support the communication and roll out of this strategy.

Technical advice and quality assurance for MFIs on:

Functional Specs:

- Advise on the gathering of business requirements and functional specification;

Selection:

- Oversee and/or assist in the due diligence and software selection process for systems. May involve bringing in external expertise for a technology audit / review;

Pre-implementations:

- Oversee pre-implementation plans and support MFI in making its plans which include data clean-up, review of change management business impact, human resources and risks;

Implementation:

- Oversee the implementation and support MFIs during implementation of all systems and participate in issue-resolution decisions and regular update communication to all stakeholders;

Post-Implementation Reviews:

- Oversee the assessment of a post-implementation review and lead on any findings / recommendations of the same.

Compliance and Risk Management:

- Ensure digital solutions comply with regulatory requirements, operational process improvements that realizes efficiency gains, lower risk and reduced costs.
- Contribute to global projects and digital initiatives of the Operations & Technology team, e.g.
- Expansions into new markets.
- Supporting digital transformation in other regions.

Regional Strategy:

- Work together with local and global management to ensure an effective regional IT strategy is in place that supports the realization of the VisionFund Strategy, focusing on the digital and operational maturity of business processes and impact on people.
- Ensure digital solutions support expected business growth (in existing and new countries), scale of operational best practice and operational excellence, and yield quantifiable business benefits in the field for clients and MFIs.

- Support for Regional Head ("RH") in global strategy development for delivering business and impact goals through the use of technology and digital solutions (branchless banking, digitalized paper-less operations, online products and services).
- Capacity building: Ensuring that MFIs - and new locations - have the skills and competencies both within IT and business functions to introduce and use technology to maximum effect. Identifying deficiencies that need to be addressed, and supporting them in skills training and capacity building so that they become more capable in managing technology.

Other Assignments as needed: Carry out additional responsibilities and projects as assigned, including administrative and planning functions.

KNOWLEDGE, SKILLS & ABILITIES:

- BA in a technology related discipline.
- Understanding of microfinance operations, from a credit, financial, risk or systems perspective.
- Project management and office tools experience (e.g. Microsoft Project, Office tools).
- Certification in a Project Management methodology (see below).
- Influential communication and achieving results through others (without a line-management relationship) including across multiple timezones and cultures.
- Proven commitment to partnering with others and collaborative work, with ability to navigate matrix reporting lines and a federated organizational structure.
- 5+ years of experience in the Financial Inclusion sector, driving digital transformation in one/more MFIs.
- 5+ years of project management experience working to recognized PM methodologies.
- Experience of leading successful microfinance/banking systems implementations.
- Extensive change management experience within a Financial Services context, including elements of people, processes and platforms.
- Extensive Digital Finance / Innovation experience including one of: credit, savings, data, accounting etc.

- Experience working on a project that has developed / implemented mobile money and automated financial service solutions.
- Experience of building and managing relationships with Fintech and/or technology companies.
- Demonstrated ability to write reports (e.g. business cases, risk management plans, project close out reports, etc.)
- Project Management certification including one of: AGILE, PRINCE 2, LEAN / SIX SIGMA, PMI etc.
- Effective in written and verbal communication in English.

Preferred:

- Master degree in technology / finance.
- Information Security management knowledge.
- Previous work experience in the locations where VisionFund operates is preferred but not required.
- Experience in Data management and reporting.

Work Environment/Travel:

- The position requires ability and willingness to travel internationally up to 25 % of the time.

Requires flexibility on working hours to contact people within wide time-zone differences.