



CARE INTERNATIONAL

Position title	Project Manager CARE-wide Enterprise Content Management System
Location	Could be based in any CARE Member or Country Office
Term	Initial Fixed term 18 months
Supervisor	Chair of the CI IT Steering Committee (currently Director of Finance and IT, CARE International UK)
Salary if UK based	£45,000 gross per annum

Background

CARE International (CI) is a global confederation of fourteen Members and 4 Affiliate Members working together to fight poverty and provide assistance in humanitarian emergencies. CI works in more than 90 countries around the world, implementing long-term programmes to fight poverty, responding to humanitarian emergencies and advocating for policy change to improve the lives of the poorest people, with a particular focus on women and girls.

CARE is developing an Enterprise Content Management (ECM) strategy and approach, and then the SharePoint solution to support it. This will transform the sharing of content across the organization, as well as with CARE's key external stakeholders, reducing duplication both in effort and costs, and providing a platform for improved knowledge management.

The ECM system will need to:

- Serve as one comprehensive web-based platform for everyone, in all parts of CARE
- Contain high quality, organized, searchable content that is regularly updated.
- Bring together and migrate content, including from over 37 currently fragmented systems
- Include content that is only for internal use by CARE, as well as enabling externally-facing knowledge management
- Be compliant with privacy and data protection regulations including EU GDPR

Overview of the role

The post-holder will act as Project Manager for the design and implementation phases of the project. Working in close collaboration with the Knowledge Management Product Manager in CARE USA, identified IT resources across CARE members and the Knowledge Management sub-group of the CARE International IT Steering Committee, the Project Manager will be responsible for coordinating across CARE to ensure broad stakeholder engagement, and ensuring the project is delivered against agreed plans.

Note: a consultancy to gather business requirements is under-way (April – May 2018), delivered by our UK-based Microsoft partner. This will provide the framework for the ECM Strategy.

The project is envisaged over three phases:

To July 2018:

- Gather business requirements to develop the Content Management Strategy
- Work with CARE USA IT to deliver a prototype Content Management solution to stakeholders within 6 months;
- Gather feedback on the prototype and continue to iterate functional and technical improvements, to include adding more content (phased migration);
- Develop detailed project plan.

To December 2018:

- Develop the governance structure for platform development and content growth;
- Develop and implement change management, including communications and training;
- Develop migration plans in conjunction with stakeholders;
- Begin phased migration of content to new platforms.

2019:

- Full scale implementation across the Confederation

Main Responsibilities

1. Business Requirements gathering: being managed by our UK Microsoft partner

- Agreeing a group of representative stakeholders across CARE to engage as “expert users”, for regular input, ideas, feedback and
- Consultation process to determine the main business requirements for different CARE Members, (risual Consulting has already started work started on interviewing key stakeholders)

Output: Information Architecture report and presentation for review by the Global IT Steering Committee - comprising catalogue of content types, systems and collaboration practices; recommendation for Information Architecture and for Metadata and Taxonomy. Framework to form the basis for the Enterprise Content Management Strategy.

2. Project Planning

- Produce the detailed planning and budgeting for the project, working with the Chair of the IT Steering Committee to negotiate approval as required

Output: project plan and budget; agreed project milestones and progress reporting format.

3. Proof of Concept:

- through a process of prototyping and testing solutions (and then adapting, based on feedback) to those business requirements for expert users and participating CARE Members

Output: working closely with the CARE USA Product Development role (and other CARE Member IT staff) to provide requirements for CARE IT to build a POC environment to enable key stakeholders to start to imagine how the platform will look, be structured and operate.

4. *ECM Strategy sign off*

- Sign off, by Global IT Steering Committee and National Directors Committee

Output: ECM Strategy; approach to content management; governance of content and changes to information architecture.

5. *Transition: content migration*

- Provide tools for CARE offices (members, country offices, regional offices etc.) to map existing content for migration.
- Determine the most effective and efficient solutions for transitioning content from current platforms to Sharepoint, and agreeing migration plans with owners of that content

Output: migration plans

6. *Governance structure*

- Agreeing the governance for the ECM (for the platform itself and its services (Service Management) and for any custom solutions built on top of the service (Application Management)

Output: governance policy and procedures

7. *Communication and reporting*

- Progress reporting: ensuring regular communications on the progress of the Project, to the IT Steering Committee, as well as more broadly across CARE
- Participating in broader discussions in CARE International on Knowledge Management, to ensure the ECM is connected to and supports these efforts

Knowledge, experience and skills

- Interest in and commitment to **working with CARE**
- Excellent **project management**, planning and resource management skills and experience – using established project management methodologies
- Excellent **IT business analysis** skills: ability to translate business requirements into system solutions and to track business benefits
- Hands on experience of **establishing critical information/ECM systems** for an international organization
- Understanding of how decisions are implemented across highly **decentralized global organizations**
- Demonstrable **team-working** skills and the ability to collaborate effectively with colleagues in different locations and across diverse cultures/languages
- Fluency in oral and written English
- Excellent **communication skills**, particularly for non-technical audiences
- Self-motivated, with the ability to work with a high degree of **autonomy and flexibility** to respond to rapidly evolving work priorities
- Ability to both handle detail and to assess the “big picture”
- **Solution-orientated**, excellent problem solving skills
- Willingness and ability to travel

How to apply

Interested and qualified candidates should submit their **CVs and a covering letter of interest in English to recruitment@careinternational.org by June 4th, 2018**. Only short-listed candidates will be contacted.

More Information on CARE International is available at www.care-international.org.

CARE seeks to improve the lives of the most marginalized, particularly women and girls. Our diversity is our strength. We encourage people from all backgrounds and experiences to apply.

Advert/overview brief

CARE is developing an Enterprise Content Management (ECM) strategy and approach, and then the SharePoint solution to support it. This will transform the sharing of content across the organization and with external stakeholders.

We are recruiting a Project Manager, reporting to the Chair of our Global IT Steering Committee, to oversee the project over the next 18 months. The successful candidate will be an experienced IT project manager and business analyst with a strong track record of delivering business requirements through IT solutions. The post-holder will work with an established user community and dispersed IT teams to deliver successful Sharepoint solutions within a cloud-based tenant.

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