

# Médecins Sans Frontières – OCBA (Operational Centre Barcelona –Athens) is looking for a

## INTERIM HEAD OF PROGRAM

---

*Do your skills and experience not precisely match the requirements? MSF-OCBA is an organization committed to promoting diversity and equity by providing equal access to professional opportunities. We understand that women, people of colour, indigenous individuals, members of the LGTBI+ community, and other underrepresented groups often hesitate to apply for employment if they don't meet all the requirements. At MSF-OCBA, we strive to create a diverse, inclusive, and genuine workplace. Therefore, if you're interested in this position but your experience doesn't align perfectly with the selection criteria, we encourage you to apply anyway. You might be the ideal candidate for this or other positions.*

---

### GENERAL CONTEXT

Médecins Sans Frontières (MSF) is an international independent medical humanitarian action-driven organization, which offers assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

### PROJECT / PROGRAM CONTEXT

MSF OCBA is currently engaged in three strategic projects focused on the next generation of digital systems to support our social mission. These projects are as follows:

AKIBA (supply chain): Aims to enhance OCBA's supply chain efficiency and streamline work for field mission users. It is currently being implemented using state-of-the-art commercial technology. The short-term goal is to pilot a minimum viable product (MVP) in a field mission in 2023.

- Finance Information Systems: Aims to develop robust, modular technology architectures to improve transparency and accountability towards donors. The project is about to start, with the initial goal of defining a roadmap for future implementation and confirming the technological basis.
- HR Information Systems: Aims to establish a solid technology foundation to empower a global workforce, promote equal opportunities, and enhance access to MSF information resources and development. The initial steps involve designing the future technological landscape based on HR functional needs and creating an implementation roadmap.
- To ensure synergy and interoperability among the projects, a Program Office led by the Head of Program will be established. This office will oversee the projects, fostering collaboration and delivering added value in their respective areas.

### PLACE IN THE ORGANIZATION

The Head of Program will directly supervise the three Project Managers (PMs)

in charge of the key projects under her/his supervision – the AKIBA (Supply Chain) PM, the Finance Systems PM and the HRIS PM. The Head of Program will work within the Projects & IT team, and s/he will be accountable to the Projects & IT Department Leader.

### **MAIN OBJECTIVE OF THE PROGRAM MANAGER**

Overall, the Head of Program will be in charge of ensuring end-to-end value of the different projects is achieved, offering the necessary guidance to project managers during the project lifecycles from shaping the approach to achieving the desired outcomes through delivery. The position involves:

- Guiding project managers and coordinating resource allocation for the different projects and their transversalities.
- Ensuring timely, aligned stakeholder and sponsor communications and engagement.
- Overall strategic reporting.
- Program financial management.

### **MAIN FUNCTIONS AND RESPONSIBILITIES**

- Leads the development of the overall approach for program transversality, ensuring alignment of timeframes and deliverables.
- Guides Project Managers to successfully achieve project goals, ensuring both transversality and functionally specific core value is delivered as per each project's success criteria.
- Jointly with the Projects & IT Leader, partners with the general direction and sponsors (all together "executive sponsorship") to communicate goals, objectives and outcomes.
- Leads regular interactions with the executive sponsorship to inform, alert, negotiate and maintain a continuing good relationship, fostering an added-value vision.
- Supports the executive sponsorship and the Projects & IT Leader establishing and ensuring appropriate governance functions both for each project and for the transversal program, in accordance with MSF policies and practices.
- Directs the creation and maintenance of the required documentation and artifacts.
- Ensures a proper integration of the project teams into the overall Projects & IT Department, representing them in the IT Leadership Team and ensuring that strategic alignment, coordination and transversality with all areas is achieved.
- Supports Project Managers in the estimation of project resources and, jointly with the Projects & IT Leader, develops and controls project and program budgets, and manages expenditure within agreed spending plans.
- Ensures and balances the availability of the required skills and competencies across project teams.
- Leads reviews with the sponsorship and stakeholders to identify transversal or specific project needs / changes and directs the development of approaches to address them.
- Guides and leads the Project Managers in the development and maintenance of stakeholder mapping, communications, and reporting.

- Acts as an advisor, and builds and maintains relationships across the wider stakeholder community.
- Oversees the execution of projects, their progress compared with the plan and the production of agreed deliverables.
- Monitors and coordinates dependencies across the projects under his supervision, and guides the resolution of conflicts.
- Directs or approves the establishment of guidelines for the use of contractors and professional service providers, and determines their use across the program.
- Supports and facilitates agenda setting for program steering group meetings.
- Represents the voice of transversality in each project steering committee, guiding as well project managers in their task agenda facilitation, presentation and reporting.

### **SELECTION CRITERIA**

- University degree in a relevant field (Business Administration, Finance/Economics, Computer Science, Engineering, etc.), or equivalent work experience.
- Minimum experience of 7 years working in management is required, of which at least 4 managing projects or programs, preferably complex and/or in technology.
- Relevant experience managing big and/or complex teams.
- Oriented to service provision and management, with a focus on the benefits that technology can bring to our humanitarian social mission.
- Experience on financial management and reporting for IT, including budget development and cost allocation, will be considered an asset.
- Experience in managing providers including development of strategic partnerships, negotiation of contracts, monitoring service delivery, and addressing vendor performance issues.
- Previous experience working with MSF or other humanitarian organizations will be highly valued.
- Experience working with a diverse, non-technical, geographically dispersed organization is a strong asset.
- Fluency in English is required, Spanish will be highly valued as well. French is an asset.

### **KEY SOFT SKILLS TO SUCCEED IN THIS ROLE**

- Great communication skills, including public speaking, writing skills and active listening, oriented to both technical staff, non-IT stakeholders and senior management. Ability to promote honest and respectful communication.
- Excellence at translating complex technical concepts to ideas that can be understood by non-technical people to enhance understanding and drive positive outcomes.
- Ability to manage uncertainty and complexity, and to feel comfortable working on a risk-tolerant environment, willing to face and embrace change.
- Ability to work under pressure with clarity and calmness of thought, and to meet deadlines effectively.

- Able and willing to travel occasionally.
- Excellent planning, organization, and team management skills, and ability to foster a strong collaborative environment.
- Strong analytical, data-processing and problem-solving skills.
- Strong customer focus. Ability to adapt her/his approaches and strategies to the needs of users and stakeholders.

### **CONDITIONS**

- Position based in any MSF-OCBA Hub (Barcelona, MSF-Spain office delegations, Amman, Dakar or Nairobi). Final location will be subject to the employability of the preselected candidate (residency, work permit, etc.).
- Temporary interim position of 6 months.
- Annual gross salary: HQ 4C level + Secondary Benefits based on the MSF-OCBA Reward Policy. Subjected to local conditions.
- Starting date: Mid-January 2025.

### **HOW TO APPLY**

- To apply, please submit your CV and cover letter.
- <https://careers.msf-applications.org/job-invite/9128/>
- Closing date: 19th of November 2024, 23:59 CET (Central European Time).

**MSF is committed to achieving workforce diversity in terms of gender, race, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. We are committed to achieving a balanced gender distribution and therefore encourage women to apply.**

**All applications will be treated with the strictest confidence. MSF provides a work environment that reflects the values of gender equality, teamwork, integrity and a healthy balance of work and life. MSF does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment and discrimination. All selected candidates will, therefore, undergo reference checks.**

**Médecins Sans Frontières, as a responsible employer, under article 38 of “Ley de Integración Social del Minusválido de 1982 (LISMI)” invite those persons with a recognized disability and with an interest in the humanitarian area to apply for the above-mentioned position.**