IWDA INTERNATIONAL WOMEN'S DEVELOPMENT AGENCY

EMPOWERING WOMEN TO LEAD

PO Box 64 Flinders Lane VIC 8009 ABN 19 242 959 685
T +61 3 8373 2500 E iwda@iwda.org.au
www.iwda.org.au

POSITION DESCRIPTION

Position Title	Project Manager – Systems Improvement
Time Commitment	Part time (0.8 FTE), fixed-term contract (6 months, potential extension to 10 months)
Location	Remote/ Level 4, 333 Queen St, Melbourne
Award Classification	SCHADS 6
Salary	$104k - 106k per annum, pro rata Plus superannuation and salary packaging

ABOUT THE ORGANISATION

WHO ARE WE?

International Women's Development Agency (IWDA) is an Australian-based organisation, resourcing diverse women's rights organisations primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.

VISION Gender equality for all
PURPOSE To defend and advance the rights of diverse women and girls
VALUES Feminist, Accountable, Collaborative, Transformative

OUR GOALS 2023-2025

1. Resource and contribute to a resilient and vibrant feminist movement, primarily in the areas of freedom from violence and power, leadership and civic space
2. Promote systemic change towards gender equality for all
3. Build a resilient and relevant feminist organisation

We resource the work of diverse women's rights organisations, enable them to be more effective by providing support that goes beyond money, and we make our own contributions to feminist movements through advocacy, knowledge creation and translation.

As part of this contribution, we take actions to decolonise our approach to feminism and development. We want to become the best we can be in the world at north-south partnerships. This means we seek to understand and leverage our locational power so that we know when to:

STEP UP and use our power to leverage resources and access for women's rights organisations, and make our own contribution to feminist movements
STAND WITH feminist movements in solidarity and amplify the work of global south actors
STEP BACK when others are better placed to take the lead.
SIT WITH uncertainty, embrace communal learning and deep listening, and accept that time is needed to collectively discern the best course of action

International Women's Development Agency (IWDA) has an EO exemption (H69/2022) and requests applications from people who identify as women only (including trans women).

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*IWDA welcomes people with different skills and life experiences, and encourages women from culturally and linguistically diverse backgrounds, women with disabilities and First Nations women to apply. **Preference will be given to applicants who have experience in, or strong community ties to, one of the countries in which IWDA supports partners.***

Any offer of employment will require a National Police Check and endorsement of IWDA's Child Protection Code of Conduct. All applicants must be legally entitled to live and work in Australia.

POSITION SUMMARY

The Partnerships Team at IWDA consists of 20 staff members overseeing a portfolio of 15 programs in collaboration with 24 partners across seven countries in the Asia-Pacific region, namely Cambodia, Myanmar, Timor-Leste, Fiji, Solomon Islands, Vanuatu, and Papua New Guinea. Despite this expansive reach, the absence of adequate technology for program delivery at IWDA falls below the non-profit sector average, presenting challenges for the Partnerships Team in optimising their program delivery.

The Systems Improvement Project Manager is a member of the Partnerships Team, tasked with overseeing the development and launch of a new, comprehensive grant and relationship management system. This system aims to centralise partner and project information, automate data capture, improve project analysis capabilities, facilitate agile responses, and enhance overall efficiencies in grant and program management at IWDA.

The role involves leading a process to identify the most appropriate grant and relationship management system for IWDA. This will require engaging with both internal stakeholders and external suppliers to ensure that solutions align with business requirements through the following phases:

Phase 1: Conduct Detailed Scoping and Assessment of Needs (up to 5 months)

- Undertake an IWDA-wide IT systems analysis, consulting with all teams in the organisation to:
  - Understand lessons learnt from IWDA's experience with introducing new IT systems
  - Understand cross-organisational future functionality requirements
  - Identify the need for additional IT specialist support and determine the most suitable ways to acquire this assistance.
- Conduct consultations across the Partnerships Team to establish key functionality required from the grant and relationship management system.
- Establish and lead a cross-organisation Review Team to ensure that the system earmarked for PT support aligns with the broader organisational objectives, incorporates existing systems, and embraces future possibilities. This will include identifying and making recommendations to:
  - Improve process flows for grant and partnership management
  - Respond to any gaps in business processes
  - Support staff functional literacy on IT systems
- Produce a detailed report of IWDA user needs for a grant and relationship management system.
- Work with IT Consultant to translate needs into technical specifics of the grant and relationship management system required.
- Liaise with potential suppliers to arrange product demonstrations and lead ongoing relationship management with the chosen supplier.
- Identify the system with the best functionality for the Partnerships Team now and that holds the potential for future cross team functionality.
- Develop a costed business case for IWDA's Board approval.

Phases 2 and 3: Supplier Negotiation and Contracting, System Design, and System Implementation (Up to 14 months)

![IWDA International Women's Development Agency logo]

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If the IWDA Board approves the business case:

- Lead the negotiation with the preferred supplier.
- Lead ongoing relationship management with the supplier during development.
- Undertake initial testing of the system and identify adjustments needed.
- Direct and support the Partnerships Team in file cleansing required for migration of identified documents into the system.
- Establish a Focus Group to test the system.
- Facilitate training by system supplier.
- Work with other teams within IWDA to understand the reporting process to be able to run reports for grant management, risk and compliance reviews.
- Coordinate training for IWDA staff.
- Support account establishment and file migration within the Partnerships Team.

Achieving success in this role involves fostering strong relationships with key stakeholders and management across all programs staff within the Partnerships Team. The position also demands efficient collaboration with various teams at IWDA, including, but not limited to, the Communications Team, Fundraising Team, Research Policy and Advocacy (RPA) Team, Finance Team, Operations Team, and Equality Insights Team. The ideal candidate possesses experience in project management and a background in overseeing system improvement projects, preferably in the domain of grants.

As with all employees, the role holder will also contribute to IWDA organisational processes as appropriate to seniority in the organisation. These include: monitoring, evaluation and learning; budget planning and reporting; and organisational culture building, including improving organisational drivers of diversity and inclusion and the continual work towards becoming an anti-racist organisation.

KEY RELATIONSHIPS	
Reports to:	Director of Systemic Change and Partnership (DSCP)
Internal:	Partnerships Team, Communications Team, Fundraising Team, RPA Team, Finance Team, Operations Team, and Equality Insights Team
External:	Likeminded international non-governmental organisations (INGOs) that have an efficient grant management system, software providers, and IT companies

KEY RESPONSIBILITIES

1. Governance and Stakeholder Management

- Establish and lead a cross-organisational System Improvement Working Group to conduct a comprehensive needs assessment for the grant and relationship management system
- Coordinate the engagement of the Working Group and various teams across IWDA to make crucial decisions in the planning, design, and testing phases of the grant and project management system
- Ensure effective communication with both internal and external stakeholders through agreed-upon mechanisms/platforms and within specified timeframes
- Identify and engage with potential external suppliers to coordinate product demonstrations; provide assistance in selecting the most suitable supplier; manage the supplier contract, ensuring transparent timelines and deliverables
- Identify, control, and manage issues, risks, and changes in scope, including addressing financial implications

2. Process Improvement and Documentation

- Enhance the procedural workflows for grant, program, and partnership management as required, working closely with the Partnerships Team and the System Improvement Working Group.

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- Review IWDA-wide IT systems in coordination with the Working Group and IWDA's Operations Team.
- Identify gaps in the Partnerships Team's current systems and practices for grant and relationship management, including the uses of tools like Excel, Trello, and Culture Amp, etc.
- Perform a thorough needs assessment detailing the requirements of the Partnerships Team and other related teams for an improved grant and relationship management system, with the goal of enhancing project analysis capabilities, facilitating agile responses, optimising program delivery and improving overall program efficiencies.
- Develop a costed Business Case for the purchase and implementation of the identified grant and relationship management system, seeking approval from the Board.
- Support the development of IWDA's next IT Plan, ensuring it is influenced by the identified grant and relationship management system needs.

3. System Design and Testing

- Manage system development phases across IWDA's Teams, and external system stakeholders.
- Oversee and participate in the planning, discovery, design, testing and documentation together with external stakeholders.
- Coordinate and provide support/guidance to the relevant project stakeholders to ensure timeframes and milestone are met.
- Identify the requirement for additional IT specialist support and determine the most suitable ways to acquire this assistance.
- Identify opportunities to leverage system technologies.
- Ensure system improvements supports compliance with the ACFID Code of Conduct and DFAT accreditation standards.

4. Change Management

- Develop and implement change management strategies and activities for relevant phases of the project to ensure buy-in and ownership of the new system within the Partnerships Team.
- Build awareness and capacity of key stakeholders across IWDA based on designated user profiles.
- Make recommendations for training, roll-out and implementation for optimal system uptake where relevant.

SELECTION CRITERIA	
Technical Experience	**Behavioural Competencies**
ESSENTIAL - Demonstrated experience in leading system improvement projects. - Demonstrated experience in grant and relationship management. - Demonstrated experience of the implementation of a grant/relationship management system and/or the operation of a project/program management software, such as Trello, Microsoft Project, Salesforce, etc. - Excellent communication, relationship building and problem-solving skills. - Demonstrated skills in business analysis and the ability to translate stakeholder requirements into system design. - Knowledge of change management processes. - Team player with ability to plan own work, manage competing priorities and work under pressure when required.	- Valuing Diversity - Empowerment - Managing Work & Quality - Acting with Transparency - Building Trusting Relationships - Collaborating for success - Learning, Improving & Adapting - Judgement & Decision Making

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- Commitment to IWDA's values and standards of safety of children and protection from sexual exploitation and abuse in all our activities.
- Demonstrated understanding of gender equality and women's empowerment including ethnic diversity and cultural sensitivity.
- Commitment to innovation, continuous improvement and open to new ideas.

DESIRABLE

- Demonstrated experience with NGOs and international development sectors

GENERAL CONDITIONS

All IWDA staff and volunteers are required to:
- Support and demonstrate IWDA's Values and Behavioural Competencies
- Act at all times in accordance with IWDA's Code of Conduct and Policies
- Act at all times in accordance with IWDA's Child Protection Policy and Code of Conduct
- Undertake police check prior to commencement and every two years thereafter
- Comply at all times with IWDA's Occupational, Health, Safety & Wellbeing Policy and practices

TRAVEL REQUIREMENTS

It is not anticipated the role will require travel.