

JOB PROFILE

I. Post Information

Job Title: **Regional Chief, Digital Impact**
 Supervisor Title/ Level: **Regional Chief of Operations**
 Matrix reporting to: **Chief Information Officer**
 Organizational Unit: **RD Office, LACRO**
 Post Location: **UNICEF Regional Office for Latin America and the Caribbean**

Job Level: **P5**
 Job Profile No.:
 CCOG Code:
 Functional Code:
 Job Classification Level: **P5**

II. Organizational Context and Purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children’s rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias, or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic, and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education, and protection of a society’s most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic office context:

Reporting to the Regional Chief of Operations the Regional Chief of Digital Impact, RCDI, strategically leads the use of digital for programmatic and operational impact, oversees ICT compliance and quality assurance, and co-leads digital initiatives in the regional office and country offices. She or he is a business relationship manager, facilitating governance, demand prioritization, partnerships, and inspiring digital innovation. The RCDI plays a key role in the implementation of the ICT strategy, reinforcement of digital transformation and in boosting ICT business alignment, and regional cohesion.

A matrix reporting line to the Chief Information Officer exists to ensure the RCDI’s performance is appropriately evaluated and that the functional accountabilities defined in the UNICEF accountability framework are upheld.

The position might oversee several positions in the Regional Office both at the international and local level and supervises T4D staff in Country Offices in a matrix management.

III. Key functions, accountabilities, and related duties/tasks

Digital transformation

- Fosters growth in the use of digital in the region, guiding the organization towards the use of technologies for impact (T4D).
- Coordinates with regional stakeholders and the Digital Impact Division (DID) to develop the regional Digital Transformation (DX) roadmap, identifying and pinpointing areas where digital technologies can be leveraged to improve efficiency, enhance user experience, and drive innovation.
- Oversees regional DX projects and programmes in collaboration with regional stakeholders.

Business relationship and demand management

As the senior liaison between the Regional Office, Country Offices and HQ Divisions, the Regional Chief of Digital:

- Identifies, manages, facilitates and prioritizes business demands and objectives for optimal impact.
- Leads and guides the design and development of business cases, applicable IT service design, and works towards the realization of value.
- Represents UNICEF ICT in regional UN groups, events or forums, and advises country offices on One UN, Delivering as One, CBO and other similar initiatives related to UN Reform.
- Supports country offices to build and strengthen relationships with counterparts in the ICT and Digital Impact function. Counterparts include but are not limited to Government, United Nations Agencies, international nonprofit organizations (INGOs) and Civil Society Organizations (CSOs).

Strategic oversight and policy compliance

As strategic partner and advisor to regional and country offices:

- Oversees compliance to relevant organizational policies and directives.
- Supports the response of country offices to audits and guides the implementation of audit recommendations.
- Guides and facilitates the implementation of the field IT operating model.
- Contributes to the development of regulatory constructs applicable within the field context.
- Evaluates the region's digital innovation initiatives and the potential opportunities and risks to improve productivity, efficiency and effectiveness, and shares with the country and regional office leadership.
- Develops guidelines to support country offices to facilitate connecting academia to digital innovation opportunities, i.e., vocational schools, colleges, and universities.

Support for internal process efficiency and operations

- Engages with programme advisors and country offices to form reference or governance groups to identify, analyze, research, and promote innovative and viable solutions to improve the delivery of results and enhance results-based management and programming.
- Provides oversight and quality assurance to the ICT function in the regional and country offices, including technical direction and guidance within the regional office.
- Oversees ICT emergency preparedness and supports COs to strengthen their preparedness posture.
- Oversees the implementation and proper adoption of enterprise systems and applications.
- Builds capacity in country offices to promote the use of technology for digital impact, best business practices for better knowledge management, increased capacity building and to preserve institutional memory.
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Manage and lead staff under supervision, both in the Regional Office, and as a Matrix Manager for Country Office ICT Staff

- Provide leadership and supervision to staff under their supervision, both direct and in a matrix structure.
- Establish clear team and individual performance objectives, goals and timelines; provide timely guidance to enable the teams to achieve their goals. Motivate and inspire staff, so they perform at their best.
- Identify training opportunities to meet staff development needs, aligning with the regional goals.
- Build a positive and collaborative work culture.
- Nurture and empower talent, so staff can reach their full potential.

IV. Impact of Results

Realization of large parts of the UNICEF Strategic Plan depends on the organization's ability to leverage digital for programmatic impact and operational efficiency. An overarching strategic goal of the ICT function is to build meaningful

partnerships with country and regional office stakeholders for the successful implementation of UNICEF programmes using technology.

As regional digital transformation lead, the Regional Chief, Digital Impact (RCDI) collaboratively identifies opportunities for the use of digital within the region and cultivates and fosters digital adoption and acts as the change management advisor.

The RCDI is pivotal in building credibility and trust amongst our stakeholders by driving a solid base of delivery of services, a consistent track record of project delivery, and the development of a strategic partnership with the business units. The RCDI serves as the trusted partner between regional and country offices and DID.

Within the context of assigned business area, the RCDI is instrumental in achieving customer success, driving business-IT alignment, delivering value, managing risks, and fostering innovation to support programmatic and operational effectiveness and success.

Enhanced business alignment: The RCDI ensures that IT initiatives closely align with strategic business objectives, leading to increased productivity, efficiency, and competitive advantage.

Improved Customer Satisfaction: The RCDI advocates for business stakeholders with DID, meeting their needs effectively and building trust in IT services. They also promote understanding and compliance with DID processes.

Optimized IT Investments: By prioritizing IT initiatives based on business value and impact, RCDI helps optimize IT investments and resources. This results in cost savings, improved ROI, and better resource allocation across IT projects.

Risk Mitigation: RCDIs have a key role in identifying and addressing IT risks that could impact business continuity, data security, or regulatory compliance. Proactive risk management helps mitigate potential disruptions and safeguard business operations.

Innovation and Continuous Improvement: By fostering collaboration between the Office of Innovation, country offices and DID, the RCDI drives digital transformation and leverages emerging technologies in the region.

V. Competencies and level of proficiency required (please base on UNICEF Competency Profiles)

Core Values	Core Competencies:
<ul style="list-style-type: none"> ▪ Care ▪ Respect ▪ Integrity ▪ Trust ▪ Accountability ▪ Sustainability 	<ul style="list-style-type: none"> ▪ Nurtures, Leads and Manages People (2) ▪ Demonstrates Self Awareness and Ethical Awareness (2) ▪ Works Collaboratively with others (2) ▪ Builds and Maintains Partnerships (2) ▪ Innovates and Embraces Change (2) ▪ Thinks and Acts Strategically (2) ▪ Drive to achieve impactful results (2) ▪ Manages ambiguity and complexity (2)

VI. Recruitment Qualifications

Education:	An advanced university degree is required in computer science, software engineering, information technology management, or another relevant technical field.
Experience:	<p>A minimum of ten years of professional experience in information technology management and business operations in a large international organization and/or corporation is required.</p> <p>Experience in a UN organization is an asset.</p> <p>Experience in analyzing complex business problems, identify opportunities for improvement, and translate business requirements into technical solutions.</p> <p>Experience in a wide range of technical domains and capabilities including emergency preparedness. Experience in the coordination of ICT emergency response is a distinct advantage.</p> <p>Experience successfully leading large, complex projects or in IT consulting/management roles.</p> <p>The ability to think strategically and align technology solutions with long-term business goals. Experience managing change in major custom or packaged implementation projects with delivery to a large or remote user base.</p> <p>Experience managing multiple stakeholders in a large context geographically dispersed organization.</p>
Language Requirements:	Fluency in English is required. Working knowledge of another UN language (Arabic, Chinese, French, Russian, and Spanish) is desirable.

VII. Child Safeguarding (Please respond with Yes or No)	
IS THIS ROLE A REPRESENTATIVE, DEPUTY REPRESENTATIVE, CHIEF OF FIELD OFFICE, THE MOST SENIOR CHILD PROTECTION ROLE IN THE OFFICE, CHILD SAFEGUARDING FOCAL POINT, OR INVESTIGATOR (OIAI)?	NO
IS THIS POST A DIRECT CONTACT ROLE IN WHICH INCUMBENT WILL BE IN CONTACT WITH CHILDREN EITHER FACE-TO-FACE, OR BY REMOTE COMMUNICATION, BUT THE COMMUNICATION WILL NOT BE MODERATED AND RELAYED BY ANOTHER PERSON?	NO
IS THIS POST A CHILD DATA ROLE IN WHICH INCUMBENT WILL BE MANIPULATING OR TRANSMITTING PERSONAL-IDENTIFIABLE INFORMATION ON CHILDREN SUCH AS NAMES, NATIONAL ID, LOCATION DATA, OR PHOTOS)?	NO
THE SELECTED CANDIDATE FOR THIS POSITION WILL BE REQUIRED TO ENGAGE WITH VULNERABLE CHILDREN.	NO