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| **TITLE:** Global CMS Product Owner | | |
| **TEAM/PROGRAMME:** Transformation Delivery | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide | |
| **GRADE**: C, Mid-Senior Level | **CONTRACT LENGTH:** Permanent | |
| **CHILD SAFEGUARDING:**  Level 1: the post holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore, a police check will not be mandatory for this post unless the content of the post changes, in which case the Child Safeguarding level should be reviewed. | | |
| **ROLE PROFILE:**  Save the Children is evolving its organisational structure in order to stay true to its mission, vision and values, whilst being able to withstand external pressures – be those geo-political demands; increasing stakeholder expectations; challenging funding environments; reduced access to funding; or declining trust in large INGOs. This is driven through our ambitious transformation agenda. In Save the Children we currently have a range of different Content Management Systems (CMS) being used across the movement. With this project we are looking to implement Drupal as our Global CMS Platform that is centralised and is supported through a shared service. Through doing this we aim to revolutionise Save the Children’s ability to rapidly deploy global online campaign’s utilising a centralised pool of technical resources to maintain and deploy functionality across the movement. It is a complex project, with a high level of visibility and will require senior level engagement with stakeholders across the movement  The Global Drupal Product Owner will help create and own the vision and roadmap for the Core Drupal CMS Product. You will have a comprehensive understanding of Member user requirements; The role holder manages and aligns both users and stakeholders on this vision; ensures the system design aligns with accounting policies; prioritises developments and works with the Project Team and IT to deliver the features to achieve this vision.  This role will be the ultimate owner of the Drupal CMS Product and any other enabling technology. The role holder will be responsible for the adoption and compliance of Global CMS across the movement ensuring the system is fit for purpose and that it will achieve the strategic goals. | | |
| **SCOPE OF ROLE:**  **Reports to:** Project Lead – Global CMS Platform  **Staff reporting to this post:** No direct reports  **Role Dimensions**:  This role will work closely with Save the Children Members, users and stakeholders across the Movement. It will require working with internal IT teams, key stakeholders from across SCA including fundraising teams, C-Suite level management and external third-party vendors | | |
| **KEY AREAS OF ACCOUNTABILITY**   * Leads the requirements analysis with Members, stakeholders and customers across the organisation to define the Global Drupal CMS product vision, strategy and prioritisation * Owns the vision and priorities for the Global Drupal CMS during implementation, manages a diverse and expanding group of stakeholders, aligns them on a joint vision and prioritisation of development * Ensures the Global Drupal CMS aligns with Member needs and the Global Funding Framework, is designed to deliver on Member and Donor requirements and offers the optimum solutions to our business processes * High focus on managing stakeholders, communicating regularly and ensuring the right level of buy-in so that decisions get made in a timely way to meet the plan * Manages the diverse group of senior stakeholders, aligns them on a joint vision and prioritisation of Drupal CMS development * Make sure that business resources are available to the project when they are needed. E.g. as SMEs, or for testing * Create the business case and define the scope and pace of the project that will optimise benefits for the organisation * Communicate the business benefits and ensures stakeholders are aware of the key project priorities, deliverables, risks and timescales. * Responsible for completing specific deliverables on the plan or contributing SME knowledge to enable others to complete their deliverables. * Guides Member CMS process owners to surface opportunities where Drupal can support process improvements and business goals * Works with Members, IT architecture and IT to define a joint Global CMS roadmap for Drupal and interfaces to other key systems (E.g. Salesforce, Digital Marketing) * Engages with Members, vendor and IT architecture to understand the product lifecycle and potential opportunities * Defines user profiles (customer journeys, personas) and associated fundraising services * Oversees system access and user role set-up processes (concept, definitions) * Establishes an appropriate forum and chairs the user community for feedback on services * Acts as Agile product owner for Global Drupal CMS planning and development * Defines release plans that deliver high business value and ensure operational disruption is mitigated by thorough implementation planning * Develops and maintains product reference materials and documentation | | |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**):  **Accountability:**   * Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds other stakeholders accountable to deliver on their responsibilities, escalating issues as required to the line manager/development lead   **Ambition:**   * Sets ambitious and challenging goals for themselves, takes responsibility for their own personal development. * Widely shares their personal vision for Save the Children, engages and motivates others. * Future orientated, thinks strategically and on a global scale.   **Collaboration:**   * Builds and maintains effective relationships, with team, colleagues, Members and external partners and supporters. Approachable, good listener, easy to talk to. * Values diversity, sees it as a source of competitive strength. * Approachable, good listener, easy to talk to.   **Creativity:**   * Develops and encourages new and innovative solutions. * Willing to take disciplines risks.   **Integrity:**   * Honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS:**   * Educated to Degree level or equivalent work experience * Drupal CMS experience * Relevant IT qualification (e.g. scrum master) (desirable) | | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Strong experience in Drupal CMS * Experience of Drupal CMS implementation projects throughout the full lifecycle including experience in the deployment of CMS globally and remotely * Experience within complex, global, multicultural organisations – whether in the public, private or charity sector. * Commercially astute with the gravitas, communication, confidence and interpersonal skills to be able to work closely with senior internal and international stakeholders * Track record of managing senior stakeholders, differing priorities, and successfully driving alignment on joint objectives * Excellent understanding of Drupal CMS principles and systems knowledge * Excellent CMS knowledge for a global organisation including multiple legal entities * Experience in managing user experience * Change Management experience; Emotional Intelligence * Excellent communication skills, both written and verbal; Confident delivering presentations and demonstrations * Experience of working with globally distributed teams * Collaborative and proactive personal style. Ability to influence others, on all levels of seniority * Excellent Strategic and Creative Thinking, Analytical and problem-solving abilities * Strong results orientation, with ability to deliver on time and in full, to find solutions and implement improvements * Strong attention to detail.   **Desirables:**   * Product Management with experience in minimum viable product (MVP) definition. * Product owner (Agile) experience | | |
| **Equal Opportunities**  The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Health and Safety**  The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **Additional job responsibilities**  The job duties and responsibilities as set out above are not exhaustive and the post holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **JD written by:** Derek Wilkes | | **Date:** 6th January 2023 |
| **JD agreed by:** Suzanne Vincent | | **Date:** 17th January 2023 |
| **Job Description updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |