



Plan

Be a part of it.

PlanSYS Operations Manager

PLAN UK

RECRUITMENT PACK

How to apply for this post

PlanSYS Operations Manager

If you would like to apply for this post please send us your completed application form. We'd prefer it to be via email to uknojobs@plan-international.org but if you don't have access to email you can always post your application form to;

Plan UK
5-6 Underhill Street
Camden
London
NW1 7HS

We need all applications to be submitted by 10 am on **7th December 2009** and, we're sorry, but to be fair to other candidates we won't usually accept applications submitted after this time. Also we like our application form and therefore won't be accepting CV's.

If you have any questions about this post or you would like to know more about the recruitment process please email us at uknojobs@plan-international.org or give a member of the HR team a call on 0207 482 9777.

Things you might want to know

We've included a job profile and person specification in this pack which sets out everything you would have to do in the role and everything you would need to have to be able to do it.

Please use all of this information in your application as we will shortlist the applicants who show they can do and have everything (or nearly everything!) that we ask for.

We do need to know the name of two referees, one of which should be your current or most previous employer. We will not contact any of your referees until we are at a stage to offer you the position and even then we will check with you to make sure it is ok.

We will contact all candidates to let you know whether you have been shortlisted for this post (usually via email) so please wait to hear from us.

A bit of a background to Plan

What is Plan?

Plan is an international children's development agency. We work with children, families and communities in the world's poorest countries. We aim to overcome poverty and injustice by encouraging children to claim their rights.

Why?

Millions of children across the world are locked in a cycle of extreme poverty. Many routinely eat only one meal a day, and when they are sick, they don't get treatment because the nearest health centre is too far away. Others have to work instead of going to school because their parents are too poor to send them. And without good health or the skills an education can bring, these children grow up to face the same poverty as their mothers and fathers.

Plan's response

Plan enables poor communities to take action together to achieve children's rights to an education, decent healthcare, clean drinking water and more. We give long-term practical support so poor communities can improve the lives of their children and themselves. We also campaign to change the way a whole range of adults - from parents to politicians - think and act, because we know their decisions can perpetuate poverty.

Children themselves can be powerful advocates for change, so we encourage them to take part in decision making, from village councils to national assemblies. And because children will be the leaders of tomorrow, we believe that strengthening their voices now will create a fairer, better world - now and in the future.

Plan was founded in 1937. We have no religious or political affiliation.

How we work

Plan's aim is for lasting change. We work with communities to set up projects which will have an effect for years to come. The best way to bring about long-term change to children's lives is to start from the ground up, in the communities where they live. Everyone is involved – the children themselves, their families and community groups. They identify their problems, then we work together to solve them.

To break the cycle of poverty, community members must be involved in planning, building and maintaining projects. This creates a sense of ownership, and the confidence to continue in the long term. If a school is built, teachers are also trained, PTAs are established and children's groups set up.

Our goal is to leave a community with the ability to continue the work we started together, long after we're gone. Each project is facilitated by the community itself, and partnerships are put in place with local NGOs. We aim to leave an area knowing its people have the know-how to lobby local or national governments for better health, education, sanitation and other services.

Many sponsored children grow up to become Plan volunteers and carry on Plan's work. There are currently 70,000 volunteers worldwide who continue the development process within their communities. Their contribution ranges from taking part in action groups to sharing their knowledge and aiding communication locally.

PLAN UK JOB PROFILE

Job Title	PlanSYS Operations Manager
Department	PlanSYS
Unit (if appropriate)	-
Reporting to	Head of PlanSYS
Responsible for	Day to day PlanSYS2 operations

Overview of Department

The PlanSYS department provides advice, guidance and support for a bespoke system called PlanSYS2 which is used by 9 offices based across Europe. This involves close liaison with the PlanSYS Consortium made up from internal customers in the 9 offices, as well as with an offshore development and support partner and the Central ICT function. PlanSYS2 is a bespoke piece of software, based on the .NET framework, with a SQL Server database. The software is used by fundraising offices and supports key business functions including contact management, invoicing, arrears, enrolment, reporting, and communications tracking. This role reports to Head of PlanSYS, which is currently undertaken by Head of Finance Systems Integration Project.

Job Purpose

To have operational responsibility for the day to day running of the PlanSYS2 Service. To directly manage an internal team (the PlanSYS Central Team) and to oversee other internal and external resources to ensure that the PlanSYS2 Service meets the needs of the stakeholders, striving for improvements in service, efficiency and quality whilst keeping within the budget constraints.

Key Accountabilities	Key Elements
Team leadership	<ul style="list-style-type: none"> • Manage 3 PlanSYS Central Team staff • Provide coaching to PlanSYS Central Team • Undertake appropriate performance management activities including personal development activities / appraisals for PlanSYS Central Team • Chair regular team meetings including Weekly PlanSYS Central (workstream) team meetings and Development Partner meeting • Hold one to one meetings with team members as required.
PlanSYS2 Service	<ul style="list-style-type: none"> • Ensure adequate support provision to meet the operational and business needs of the National Organisations according to priority and budget constraints • Ensure any support constraints are communicated to the National Organisations • Allocate resources based on priority
Relationship building & communication	<ul style="list-style-type: none"> • Establish highly collaborative relationships with the PlanSYS NOs, Central ICT functions and the offshore development and support partner • Manage and provide effective and timely communication for all stakeholders
PlanSYS processes, procedures and documentation	<ul style="list-style-type: none"> • Ensure that key PlanSYS processes and procedures are documented and that up to date versions are posted onto Sharepoint • Ensure adherence to approved Plan and ICT policies, guidelines, procedures, and processes
PlanSYS2 Change Control	<ul style="list-style-type: none"> • Ensure that changes to the PlanSYS2 application are analysed, approved, and managed as per Change Control procedures • Identify opportunities for improvement aligned between National Offices and their use of PlanSYS2 functionality
PlanSYS release management	<ul style="list-style-type: none"> • Ensure that release management of the PlanSYS2 application follows the standard test and release procedures
Other Responsibilities	<ul style="list-style-type: none"> • Continuous improvement - Identify efficiencies and quality improvements in the day to day PlanSYS Service provision • PlanSYS Application Management – Manage the PlanSYS2 application on behalf of

	<p>the PlanSYS National Organisations</p> <ul style="list-style-type: none"> • Risk management – Actively manage PlanSYS2 and related risks, and maintain an up to date risks register • Quality Management – ensure that day to day operations of the PlanSYS Central team and the offshore support and development partner meet stakeholder quality expectations • Escalation - First escalation point for Stakeholders if they are not happy with the PlanSYS2 Service. Escalate major service issues to Head of PlanSYS. • Root cause analysis for high priority issues - Assist with root cause analysis of priority 1 PlanSYS2 application issues closely monitoring these through to closure • PlanSYS2 Service Review meeting – Hold a regular service review meeting with each PlanSYS Office Stakeholder to understand the level of satisfaction with current service, feedback and as well as establishing future business/support demand • Assist the Head of PlanSYS in commercial negotiations and contract development.
General	<ul style="list-style-type: none"> • To be open to change and demonstrate a flexible and adaptable approach • To work collaboratively with other departments and be a supportive and effective team member • To ensure that all activities undertaken on behalf of the PlanSYS Consortium Board, externally or internally, are executed in accordance with the overall aims of the organisation and in line with Plan’s policies and procedures. • To participate in training and other activities as requested by the organisation • To understand commercially sensitive matters ensuring discussion of these only in the appropriate forums • To be available to travel to offices based in Europe for up to 6 times a year for up to 1 week each • To be available to travel to offshore location e.g. India for 5-10 days once or twice a year • To visit PlanSYS Central team members located in the International Headquarters (currently based in Woking) once a week and for additional ad hoc meetings • The role’s base location is Camden Town, London.
Stakeholder and Customer Service	<ul style="list-style-type: none"> • To provide quality customer service to all our respective audiences (see below) and comply with Plan UK’s quality management protocols <ul style="list-style-type: none"> ○ PlanSYS2 National Organisation Contractors, Staff and Management ○ PlanSYS Central Team ○ Global Infrastructure Team ○ Global Services Team ○ PlanSYS development and support partner • Maintain high level of visibility with the National Organisation stakeholders by attending Support Calls on a regular basis
Awareness and Representation	<ul style="list-style-type: none"> • Ensure that the PlanSYS2 Application continues to support Plan’s goals and objectives • To represent Plan at a high level to all internal and external stakeholders.
Key Deliverables	<ul style="list-style-type: none"> • Creation of regular status reports for the Head of PlanSYS showing PlanSYS Service performance • Creation of regular communications to the stakeholders providing updates on PlanSYS2 • Creation of inputs to PlanSYS Consortium Board meeting papers • Provide strategic advice to the Head of PlanSYS • Creation of forecasts and creation of budget inputs / options

Level of Child Protection Responsibility	Standard - Commitment to uphold to Child Protection guidelines at all time.
Level of Budgetary Responsibility	Medium – Post has responsibility for small budget or resources
Key working contacts	<ul style="list-style-type: none"> • PlanSYS Central Team • National Organisation Staff and Management • Development partner (offshore) • Global Helpdesk • National Organisation 3rd party IT contractors • PlanSYS NO Business Owners • PlanSYS Change Control Board • PlanSYS NO Business User Group • PlanSYS Technical Working Group

This is not intended to be an exhaustive list. Your job description may be subject to change.

Date Created	November 2009
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PLAN UK PERSON SPECIFICATION

Job Title	PlanSYS Operations Manager
Department	PlanSYS
Unit (if appropriate)	-

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with others	<ul style="list-style-type: none"> Communicate effectively both in writing and verbally with resources at all levels of an organisation Take into account cultural differences in communications channels and messages used to ensure effective communication Quickly grasps business and technical concepts/issues and be able to explain these in non technical language Effectively chair face to face meeting and conference calls with multiple parties
Team working and interpersonal skills	<ul style="list-style-type: none"> Actively contribute to the PlanSYS2 team as well as other teams e.g. Central ICT, offshore development and support partner Use their strong interpersonal skills to exert influence on those they work with and report to
Managing Resources	<ul style="list-style-type: none"> Promote high performance Effectively manage internal and external teams Use a 'hands on' approach to managing the team Behave consistently in approach to work and decision-making
Drives Continuous Improvement	<ul style="list-style-type: none"> Promote efficiencies, quality improvement, innovation and learning
Customer Services	<ul style="list-style-type: none"> Lead by example, demonstrating a strong customer service ethos, whilst also ensuring the team are customer focused
Managing Yourself	<ul style="list-style-type: none"> Manage your own time effectively to ensure all personal and team deadlines are met
Delivery and Meeting Business Plan	<ul style="list-style-type: none"> Ensure timely delivery of agreed deliverables Track financials and create inputs for budgeting

RELEVANT EXPERIENCE

The successful candidate will have experience of

Managing day to day service and support for a bespoke software product

Hands on management of small technical teams and resources (some based resources based in different remote locations)

Various database software applications as well as the latest off the shelf packages used for charity sector companies in the collection and management of sponsor data

Matrix management of remote resources

Application development and release lifecycles

Communicating effectively both in writing and verbally with resources at all levels of an organisation
Managing offshore development and support partners
Managing multiple stakeholders/applications owners in complex Governance Structures
Recruitment and selecting team members
Commercial sensitivities when dealing with a third party supplier
Basic financial management (forecasting and budgeting)

SPECIFIC SKILLS AND KNOWLEDGE	
The successful candidate will have the ability to....	The successful candidate will have knowledge of....
Demonstrate strong team management skills	ITIL Foundation principles
Apply best practise ITIL (IT Infrastructure Library) service principles in a real world, low cost environment	IT concepts, and knowledge of 3 tier Application architectures and underpinning software and hardware components
Explain technical concepts and design concepts to non technical resources	Microsoft Sharepoint
Make robust decisions based on factors such as business requirements, priority, costing information, technical advice and personal judgement	Microsoft office packages, Microsoft Visio, Global Service Desk tools (preferably Infra)
Manage and complete multiple streams of work with completion based on priority (urgency and importance)	Project Management methodologies e.g. Prince2 Project management software (e.g. Microsoft Project)
Take the lead for a software support team	

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The details

The post is **PlanSYS Operations Manager** which is in the **PlanSYS** department.

The contract is permanent

It is a full time post at **34.5** hours a week

We are based in Camden, London. (5-6 Underhill Street to be precise)

What we offer you

The **salary** range for this post is **£35,503** to **£37,371** (which is a grade 2)

We have a generous **annual leave entitlement** which starts at **25** days (plus public holidays) for new starters and goes up to 30 once you've been with us for 6 years.

We have a contributory **pension** scheme (which you can join once you've been with us for 3 months) where we will match up to **5%** of your contributions.

We also have **enhanced maternity, paternity and adoption** leave and pay, **flexible working** and **career break** policies.

On top of this we also offer **Season Ticket loans, Course of Study loans, Accor Childcare vouchers, HSA Healthcare Plan** and **Ride2Work Cycle Scheme**.