JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	Deputy Digital Learning Director
REPORTING TO	Digital Learning Director
DIRECTORATE/UNIT	Institute of Capacity Development (ICD)
PHYSICAL LOCATION	Nairobi, Kenya

BACKGROUND

Capacity building can be defined as the process of developing and strengthening the skills, instincts, abilities, processes and resources that organisations, communities and individuals need to survive, adapt, and thrive in ever changing environments. Capacity building is one of the solutions that has been proven to work in strengthening health systems in developing countries to ensure that they can maximise the resources available to them for provision of quality health services. Digital technology, used appropriately, can and has played a key role in building capacities to support the health workforce and service delivery.

Amref Health Africa has been leveraging digital technologies for health worker capacity building for more than a decade. To date we are in over 30 countries within the sub Saharan Africa region with digtal learning tools such as Jibu and Leap. We are are continuously seeking new ways to adapt and incorporate digital technology to improve health worker performance and efficiency.

ABOUT AMREF HEALTH AFRICA

Amref Health Africa is the largest international health development organisation based in Africa. Working with and through African communities, health systems and governments, Amref Health Africa's vision is for lasting health change in Africa and is committed to improving the health of people in Africa by partnering with and empowering communities, and strengthening health systems. For more on Amref Health Africa please visit www.amref.org.

Leading Amref's corporate strategic pillar on Human Resources for Health (HRH), the Institute of Capacity Development (ICD) works towards catalysing lasting health change to communities in Africa, working with and through our country offices and with strategic partners to increase and cement our pan-African programmatic footprint with sustainable interventions. In partnership with public and private actors in the health and health related sector, ICD's vision is to have a responsive health workforce in Sub-Saharan Africa. Its mission is to develop capacities of individuals, institutions, and health systems through innovative approaches for improved health service delivery.

The COVID-19 pandemic has proven, now more than ever, that there is immense power in the use of digital technology to build the capacity of our health systems, including the health workforce. Development actors across the world are focussed on how to maximise the limited resources – financial, time, people, etc – available to us. At Amref, we have been at this for a long time! We have developed, tried and tested, and scaled digital learning initiatives across cadres, across technologies, across countries, and across sectors – that have resulted in improvements in the quality of health service delivery.

THE ROLE

We are seeking an outstanding and highly ambitious individual to join ICD's Senior Management to drive the next stage of our growth in digital learning. Reporting to the Digital Learning Director, the Deputy Digital Learning Director will be responsible for overall planning, organising, and execution of all IT functions in the digital learning portfolio. You will have responsibility for the overall leadership, development, planning and delivery of the strategic direction of the technology aspects of ICD's digital learning ambitions, working closely with internal (country offices, Amref Health Innovations, Amref International University) and external stakeholders and partners. You will participate in decision making, advocating and implementing policies and strategies within ICD. You will be a compelling thought leader and will represent Amref and ICD to governments, donors, partners, the health development community, and other stakeholders.

Principal Responsibilities

Business Development
- You have a broad understanding of digital technology frameworks, their current limitations, future trends and industry requirements. You have experience of initiating the change process of technical solutions and proactively involved in managing innovation related to implementation. You can continuously identify, file and follow-up new features and issue requests during implementation. Ability to understand partners' requirements and design future state workflow for effective solutions.
- Drive expansion by winning new clients and extending current contracts in the digital learning portfolio.
- Coordinate with the Digital Learning Director on business development strategy and initiatives.
- Build and manage relationships with clients and key stakeholders at all levels through effective key client/stakeholder management.
- Motivate and encourage innovative approaches/solutions to client needs.
- Leverage networks to maximum benefit for ICD and clients.
- Lead on winning new contracts and extending current contracts in the digital learning portfolio.

Strategy
- Provide strategic planning/insight into the development and growth of the digital learning portfolio taking into account country and regional priorities as well as new innovations.
- Structure, resource, and motivate/incentivise delivery teams and functions appropriately to facilitate the delivery of work and planned growth of the digital learning business.
- Create an enabling environment wherein consultants and project teams concentrate on delivering business with maximum support from across the organisation.
- Encourage and enable knowledge sharing and collaborative working across the organisation at every opportunity.
- Work across the organisation to promote cross-selling and partnership working.

Business Delivery
- Oversee the development, design, and implementation of digital learning solutions and/or enhancements to existing ones.
- Develop and implement relevant IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Ensure that all projects deliver to time, cost, and quality requirements, organising activities, clarifying tasks and responsibilities and making best use of resources within the digital learning portfolio.
- Develop and motivate direct reports, directing all IT solutions and operations to meet customer requirements as well as the support and maintenance of existing infrastructure, applications, and development of new technical solutions.
- Play a key role in the continued development and growth of ICD's digital learning portfolio.
- Provide clear and consistent direction on business goals for relevant areas
- Manage high value/profile projects ensuring compliance with business management and quality systems.
- Ensure compliance with organisational values and strategy as well as policies and processes.
- Establish Amref's ICD as a respected thought leader in digital learning.

General
- Be aware of and adhere to company quality standards and procedures in accordance with Amref and ICD's commitment to quality standards and striving for continual improvement.
- Any other duties as appropriate to the position, as requested by the supervisor.

PERSON SPECIFICATION
This role offers a unique opportunity for an individual with a genuine passion to bring lasting change in health in sub-Saharan Africa. The successful candidate will demonstrate the majority of the following:

Education, Knowledge and Experience
- Basic undergraduate degree in dgitial health, innovations, information systems, technology product management, or other relevant degree.
- Post graduate and professional certification desirable
- At least 5 years experience and proven track record identifying, developing, managing and scaling new

technologies to solve problems and meet needs, ideally in the public health sector in multiple countries in sub-Saharan Africa.

- A broad understanding of digital health technical frameworks, their current limitations, future trends and industry requirements.
- Demonstrable experience of initiating the change process of digital technology solutions, continuously identifying new features and issue requests, and ability to understand partners' requirements and design future state workflow for effective solutions.
- Ability to set and manage client expectations, increase customer satisfaction and play a leadership role in the management of client relationships.
- Knowledge and experience of best practice in business and process analysis
- Strong operational, people management, and resource skills gained in a complex and regional environment.
- Strong communication and presentation skills with the ability to promote Amref Health Africa with confidence and authority, including ability to engage in technical discussions at various levels to suggest/lead solutions.
- Significant stakeholder management experience, across countries in the health and development sector, including government and donor engagement, prior knowledge and existing networks of their strategies, and trends in international development.
- Experience in identifying improvement opportunities and course correcting as necessary. You have the ability to sense make data and maintain an adaptative approach to project implementation.
- You have a relevant university degree plus relevant postgraduate qualification in information technology.

Skills and Competencies

- Strong analytical skills, and apt at turning abstract discussions into concrete ideas.
- Technical writing skills including developing proposals and reports.
- Ability to perform optimally within tight deadlines, flexible attitude.
- Demonstrable critical thinking and problem solving skills
- Thinks "outside the box" for unique solutions to problems. You can tailor and apply what Amref has learnt in the various countries to specific contexts.
- Organised: Can juggle multiple tasks and prioritize appropriately
- Curious: genuine inquisitiveness with a bias toward asking and learning, and an authentic interest in others and what they might have to share.

Personal Qualities

- An alignment with Amref Health Africa's mission, values and goals. You can demonstrate ubuntu, integrity, innovation, quick footedness, collaboration, and accountability
- Drive, agility, ambition and strong commitment to high quality performance
- Personal credibility and integrity with the ability to inspire and empower the team and engage with a diverse range of stakeholders.
- Strong interpersonal skills.
- The highest level of integrity and the ability to lead by example.

How to apply

Interested? Please visit our website www.amref.org to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. **Deadline for submission: 30th May 2021**. Please note that only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.