

ISM Portfolio Manager

Job description

Location: Any MSF office*

Contract: 100% position, 1 year contract with possibility of renewal

Starting date: September 2022

Reporting to: International Information Systems Coordinator

Deadline to apply: 4th September

*By default, employment contract is offered in the MSF office of the country of residence of the candidate at the time of application.

I. MSF INTERNATIONAL

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation.

MSF International is the legal entity that binds MSF's 25 sections, 26 associations and other offices together. MSF International provides coordination, information and support to the MSF Movement, as well as implements international projects and initiatives as requested.

II. POSITION BACKGROUND

The Information Systems Management (ISM) platform has been mandated by MSF's executive governance body, the Full ExCom, to lead the development of an international information systems management strategy seeking to optimise interoperability across MSF in priority areas. The ISM aims to promote targeted innovation in information technology/information systems (IT/IS) and is responsible for setting standards for IT/IS architecture and technology development.

Critical to this role, the ISM has the responsibility to define and promote best practices for IT/IS project management and support the implementation of international IT/IS projects.

The ISM must ensure that all the initiatives within its portfolio serve to optimise support to MSF social mission, are in line with MSF's international frameworks and adhere to MSF's principles and values.

As the role of IT/IS in MSF becomes central to each of its activities in support of the mission, the ISM is currently requested to advise on an ever-increasing array of dossiers, initiatives, projects and activities related to information systems or including a major IT component. The sheer volume of requests and activities in flight requires a more structured approach to organizing the ISM portfolio, and enhancing project management controls will be critical to achieving agreed objectives MSF's shared IT/IS roadmap.

In its multiyear plan, the ISM has committed to improving overall portfolio, and program and project management in which technology plays a key role in project success. The specific objectives under this commitment are to:

- • prioritize efforts to organize project approach and linkage with the international PMO platform to maximize results and effectiveness;
- • promote opportunity and feasibility analysis before project initiation phase;
- • establish workflow for managing requests to ISM for guidance and support of IT/IS initiatives;
- • promote establishment of clear stage-gates to ensure resources are allocated to projects that are achieving clearly defined milestones;
- • increase efforts to analyse benefits of investments in objective and fit-to-purpose way;
- • ensure appropriate resource analysis for post-project phase leads to viable maintenance and support.

The ISM Portfolio Manager will play an integral role in the achievement of these objectives and must be committed to successful achievement of program/project results.

In addition to the objectives defined in the ISM's multiyear plan, the ISM Portfolio Manager will work to improve partnership with key stakeholders in the MSF movement, manage risks and interdependencies between projects and programs and promote delivery methodologies.

III. PLACE IN THE ORGANISATION

The ISM Portfolio Manager will:

- • Report hierarchically and functionally to the International Information Systems Coordinator
- • Work closely with the members of the ISM platform and other stakeholders from IT community to ensure the ISM portfolio works to enhance IT governance and decision-making in the organization
- • Work also with key business stakeholders across MSF to ensure the ISM portfolio of projects is aligned with the needs of the organization

IV. OBJECTIVES OF THE POSITION

The objective of the ISM Portfolio Manager is to support the ISM Coordinator in evolving the array of ISM dossiers, projects, and activities into a coherent and prioritized project portfolio with appropriate governance, documentation, monitoring/controls and reporting.

The ISM Portfolio Manager will work with other relevant project management offices (PMOs) within MSF to ensure the ISM portfolio is aligned with evolving project management standards and practices within the organization.

Specific Objectives

1. 1. Implement a portfolio structure from existing project catalogue and documentation for all ISM dossiers, programs, projects and activities, including performance metrics and reporting

2. 2. Standardize project management artefacts as much as possible across the portfolio, including project charters, business case, requirements, stakeholder analysis, project plans, budget/expense schedules and reports
3. 3. Develop a coherent demand management workflow which increases visibility of requests coming to the ISM and prioritisation of competing requests according to a clear rationale
4. 4. Establish mechanism for alignment of portfolio and demand management with PMO counterpart(s) in MSF's Shared IT Services (SITS) entity
5. 5. Set up and execute a general communications plan for the ISM portfolio for key stakeholder groups in MSF, including facilitating regular updates and discussion as appropriate
6. 6. Manage risk identification, monitoring and mitigation in the ISM portfolio, including identification and management of program/project interdependencies

V. MAIN RESPONSIBILITIES

The ISM Portfolio Manager is responsible for the success of projects and/or programs within the ISM portfolio which are sponsored by the ISM. The Portfolio Manager plans, executes, and ensures these projects are on time, on budget, and within scope in accordance with business priorities and agreements made at ISM level.

The Portfolio manager is responsible for ensuring the resources for an ISM-sponsored project are defined each phase of the project, and the Portfolio Manager may be required to manage certain aspects of the project directly and/or to oversee project managers and other project team members who have been assigned to the project.

For projects in the ISM portfolio which are not sponsored by the ISM, the Portfolio Manager facilitates clarification of the ISM's role in the project or dossier and supports the ISM in fulfilling its defined role. This may include working in collaboration and partnership with other project managers and project team members in MSF to improve project outcomes by strengthening project management practices.

Job requirements

Education:

- Preferred: Certification in project management from PMI, Prince2 or other widely recognized project management training body
- Relevant education and professional experience for foundational knowledge in computer related field

Experience and skills:

- Over 5 years of Portfolio Project management experience in a technology field
- Excellent verbal and written communication skills (ideally in English and French) with ability to communicate to wide array of stakeholders, from support staff to management and executive

Excellent interpersonal skills

- Proficiency in using project management and workflow diagramming software (preferred: SmartSheets, JIRA, Microsoft Project, Visio)
- Ability to easily adapt to a fast-paced and rapidly changing environment
- Demonstrated track record in making engaging, clear presentations
- Experience with IT procurement and vendor relationship management
- Knowledge of PMI's project management methodology and best practices
- Experience in SDLC and Agile methodologies
- Business Analyst knowledge and prior experience is a plus

Only shortlisted candidates will be contacted.

At MSF, we are committed to an inclusive culture that encourages and supports the diverse voices of our employees. We welcome applications from individuals of all genders, ages, sexual orientations, nationalities, races, religions, beliefs, ability status, and all other diversity characteristics.

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