



*Last Updated: March 2024*

## Job Title

# TIC Secretariat and Transformation Manager

## Impact Statement

The TIC Secretariat and Transformation Manager is core to driving transformational impact on MSF's ability to deliver medical care and humanitarian service (social mission) in championing the development, evaluation, support and scaling of transformational projects across MSF. The Secretariat and Transformation Manager brings **transformation, project and change management expertise** to support TIC proposal and project teams, as well as **fostering a culture of innovation and transformation** across MSF.

## Key Responsibilities

1. **Drive transformational impact through TIC projects, serving as TIC project prime** for select very-large scale, large-scale and incubator proposals/projects, shepherding and coaching teams through the TIC project lifecycle and ensuring transparent reporting to the Selection Committee.
2. **Drive impact and value by fostering transformative and innovative mindset and culture**, including communications, transparency, successes and lessons learned.
3. Serve as a **Subject Matter Expert/Referent on Transformation Strategy, Project Management and Change Management**.
4. **Responsible for TIC Secretariat Leadership and People Management** – TIC Project Manager, the TIC Operations and Efficiency Project Manager and the TIC Officer.
5. Serve on the **TIC Core Team** (TIC Steering Committee).
6. Support the TIC Lead role on **internal and external representation, including ExCom evaluation of large-scale and very-large-scale proposals**.

## Job-Specific Responsibilities

1. **Drive transformational impact, serving as TIC project prime for select very-large scale, large-scale and incubator proposals/projects**
  - a) Shepherd and coach TIC proposals/projects through the TIC project lifecycle (prime role).
  - b) Support the TIC Project Manager, TIC Officer and TIC Operations and Efficiency Project Manager in their proposal and prime roles.
  - c) Review, provide feedback and quality assurance on Concept Notes, Business Cases or supporting materials for a select number of proposals, providing feedback to teams to strengthen proposals.
  - d) Support the development, evaluation, support and scaling of transformational projects across MSF.
  - e) For proposals, ensure the Selection Committee/accompanier challenges the proposing team on clarity of problem statement, required investment, business case thoroughness, resource requirements, partnerships, suggesting connections, etc.

- f) For project reviews, ensure the Selection Committee/accompanier challenges and supports the project team on progress to date, issues, risks, lessons learned and trajectory towards transformational impact.
- g) Monitor implementation of conditions, considerations and milestones.
- h) Prepare project content for Selection Committee meetings and accompaniment meetings and document outcomes and decisions, managing documentation for project-level content.
- i) Decide on intensity of Selection Committee interaction.
- j) Validate TIC project status (on plan, at risk) and if required, seek potential escalation.

**2. Drive impact and value by fostering transformative and innovative mindset and culture at the movement level**

- a) Be a proactive actor in Strategic Alignment and Coherence.
- b) Promote **transformative thinking** through lessons learned, focus area workshops, project and change management training and communications, sharing successes and challenges and ensuring transparency.
- c) Champion **continuous improvement** of the TIC, adopting lessons learned and evolving its capabilities working in conjunction with the TIC Lead and TIC team.

**3. Serve as a Subject Matter Expert/Referent on Transformation Strategy, Project Management and Change Management at the movement level**

- a) Provide **methodology and best practises** to MSF on transformation, strategy, project management and change management.
- b) Support **TIC tools and process improvements**: Update TIC guidelines, checklists and lessons learned; align with the iPMO (international Project Management Office group) and evolve the TIC's portfolio management / assessment capabilities and project management rigour.

**4. Responsible for TIC Secretariat Leadership and People Management – TIC Project Manager, TIC Operations and Efficiency Project Manager and TIC Officer**

- a) Lead in the hiring, managing and development of the TIC Project Manager, the TIC Operations and Efficiency Project Manager and the TIC Officer to achieve their goals, establishing trust, respect, recognition and mutual accountability in a high performance, collaborative environment.
- b) Assist in prioritizing and organizing the execution of their work.
- c) Provides support and insight to the Annual (AP) planning process.
- d) Lead by example, inspire and motivate others, and foster a work environment founded on MSF-Canada core values of humanity, integrity and results.

**5. Serve on the TIC Core Team (TIC Steering Committee)**

- a) Prepare for and document outcomes of the TIC Core Team, including status reports, change requests, decisions required and strategic direction.
- b) Serve as a TIC Core Team member.
- c) Periodically review and update the **TIC Strategic Plan and Roadmap** and identify action items to accelerate progress.

**6. Support the TIC Lead role on internal and external representation, including ExCom evaluation of large-scale and very-large-scale proposals.**

- a) Support the TIC Lead in interacting with the Selection Committee and TIC Host (MSF-Canada Executive Director), building strong relationships and working collaboratively.
- b) Support the TIC Lead in Core/Full ExCom briefings, and presentations to the International Board, the International Office, Operational Centres and Partner Section executives and Boards, and the MSF movement (MSF staff in HQ and in the field), to support knowledge sharing and transparency.
- c) Take joint responsibility with the TIC Lead on internal and external representation, connecting networks and continuous improvement.
- d) Represent the TIC at MSF events and conferences, inspiring engagement across the MSF movement.

## Core Competencies

- **Commitment to MSF's Principles:** Proficiency Level 1: Acts towards the fulfilment of MSF's social mission
- **Cross-cultural Awareness;** Proficiency Level 3: Demonstrates an integrating attitude
- **Initiative and Innovation;** Proficiency Level 4: Promotes an innovation culture for MSF
- **Strategic Vision:** Proficiency Level 4: Has a long-term vision
- **Planning and Organizing:** Proficiency Level 4: Enables others to organize – core to TIC project success
- **Analytical Thinking:** Proficiency Level 4: Makes complex plans and/or analyses
- **Leadership:** Proficiency Level 3: Encourages, engages and motivates people
- **Teamwork and Cooperation:** Proficiency Level 3: Encourages, engages and motivates people to work as a team
- **People Management and Development:** Proficiency Level 3: Works on the growth and development of team members
- **Results and Quality Orientation;** Proficiency Level 3: Improves performance and sets ambitious and realistic goals
- **Behavioural flexibility;** Proficiency Level 3: Facilitates and helps to bring about changes in others
- **Service Orientation:** Proficiency Level 3: Anticipates clients' needs

## Knowledge and Experience

- Genuine interest in and commitment to humanitarian principles
- Strong skills in strategic vision, innovation and thought leadership in transforming MSF
- Strong skills in transformation management, project management and change management leadership, key elements of TIC projects and initiative success
- Experience in managing and developing people
- Strong analytical and complex problem-solving skills with an ability to understand, review, analyze and challenge transformation proposals, business cases and project plans and manage issues and risks in project delivery
- Very strong communication skills (oral and written) and interpersonal skills with an ability to communicate with staff in offices and in operations
- Ability to network with a diverse, multi-national group of people and cultures
- Experience in running successful large-scale projects with complex stakeholders

## Education, Certifications and Languages

- Fluency in written and spoken English
- Computer literacy with MS Office tools and internet

## Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible work hours and hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- International travel required (8%) to support face-to-face Selection Committee meetings ~once per year as well as internal and external strategy and networking events.

## Job Information

**Position Level:** People Leader

**Department:** Transformational Investment Capacity (TIC), MSF Canada

**Position Status:** Permanent

**Activity Rate:** 100%, 37.5 hours per week

**Location:** Any MSF Office located between UTC-5 (EST) and UTC+2 (EEST/SAST)

**Salary Grade:** Level 18 on the MSF Canada Salary Grid, \$112,176.00 per year

**Status:** Must be legally entitled to work in the country where the MSF office is located

**Benefits:** If hired by MSF Canada: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

### **Additional Information**

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.

### ***Transformational Investment Capacity***

The TIC is an exciting international initiative launched in 2016 that enables MSF to invest in itself to transform its ability to address the medical and humanitarian needs of vulnerable populations around the world. The TIC funds large scale projects and smaller incubator ideas that can scale across MSF to significantly improve the way we do our work. TIC projects and ideas can help MSF better fulfill the present and evolving medical-humanitarian needs of people living in crisis by investing money, intellectual capital and human resources to implement transformational, game-changing and radical initiatives