



Last Updated: Sept 2024

Job Title

Organizational Change Manager

Impact Statement

The Organizational Change Manager for Data Services Integration is tasked with leading the introduction and integration of a Data Services Unit within MSF Canada, and ensuring strategic collaboration with key leaders across the organization. This new unit will be focusing on optimizing business processes, enhancing systems for all MSF Canada Departments.

This role encompasses managing organizational change, developing and implementing a comprehensive staffing strategy for building out 2-5 key data-centric positions, and facilitating effective stakeholder engagement to align the new unit's capabilities with the MSF's strategic objectives. This role will lean into technical expertise to identify specific data-oriented needs and skill gaps in the organization. By driving process and system integration efforts, coordinating the recruitment of specialized talent, and leveraging strong leadership and communication skills, this role aims to establish a Data Services Unit that significantly contributes to the organization's efficiency, innovation, and data-driven decision-making capabilities.

Key Responsibilities

- Assess and clarify stakeholder data services needs and skill gaps in the organization and support identification of required competencies
- Develop detailed project plans outlining the scope, timeline, resources, and deliverables for the Data Services Unit creation. Monitor and track progress, ensuring project milestones are met on time and within budget.
- Collaborate with Senior Manager IT, to create project plan and lead it through implementation
- Coordinate directly with Human Resources to support job profile creation and staffing strategy
- Provide lens of critical needs for Data Services Unit development from the ground up

Job-Specific Responsibilities

Project manage structure and mapping of new Data Services Unit

- Work closely with departmental leaders to align the Data Services Unit's capabilities with various business needs, facilitating cross-functional collaboration and support.
- Review and evaluate existing system in HR, Finance, Fundraising and their relationships for cross system workflow and data efficiency projects.
- Use understanding and expertise of successful data systems and structures to develop a fit-for-purpose Data Services Unit
- Provide gap analysis on existing data workflows and, in collaboration with Sr IT Manager, develop a roadmap to integrating existing systems with additional, future solutions provided by the DSU
- Identify risks and risk mitigation strategies regarding the new unit development

- Establish key milestones and indicators for the success of the project overall
- Collaborate with the Sr. IT Manager, the Human Resources (HR) department and relevant stakeholders to define precise job roles, responsibilities, qualifications, and competencies with alignment around the strategic goals and operational needs of the unit
- Lead the analysis, design, and implementation of business processes and systems to support the Data Services Unit, ensuring they are efficiently integrated into existing organizational workflows.
- Develop and execute a change management strategy that addresses the impacts of the Data Services Unit's integration on people, processes, and technology, minimizing disruption and resistance.
- Work with HR and the Data Services Unit leadership to design and implement a rigorous interview process that assesses both technical skills and alignment with the organization's culture and values
- Craft and implement a communication plan to keep all stakeholders informed about the progress, benefits, and changes related to the integration of the Data Services Unit.
- Develop feedback mechanisms for stakeholders to feedback on the unit development process/progress

Ensure Data Services Unit is Fit for Purpose

- Coordinate with Human Resources and departmental heads to identify training needs and develop programs to equip employees with the necessary skills to leverage the new unit's services.
- Collaborate with the unit people leader(s) to establish metrics and KPIs to assess the integration process's effectiveness, the performance of the Data Services Unit, and its contribution to organizational goals.
- Implement mechanisms for continuous feedback from users and stakeholders to facilitate ongoing improvement and adaptation of processes and systems.
- Establish an assessment and review mechanism that will allow future leadership to review unit efficacy

MSF Transversal Core Competencies

- **Commitment to MSF Principles; Proficiency level 1:** Demonstrates knowledge of and accepts MSF's principles, including respecting the choices made by the organization, demonstrates basic knowledge of MSF's mission and main activities, and is committed to the values of MSF and MSF-Canada (Humanity, Integrity, Results).
- **Cross-cultural Awareness; Proficiency level 3:** Demonstrates an integrating attitude, commitment, and awareness to Equity, Diversity, and Inclusion principles, understands and can explain how these principles impact the role, and articulates an understanding of EDI principles/personal commitment to EDI
- **Analytical Thinking; Proficiency level 3:** Identifies complex relationships
- **Strategic Vision; Proficiency level 3:** Plans actions geared toward achieving objectives
- **Results and Quality Orientation; Proficiency level 2:** Works toward objectives, preserving established standards
- **Teamwork and Cooperation; Proficiency level 2:** Shares information and coordinates with team and/or others

Knowledge and Experience

- Demonstrated experience in organizational change management, process improvement, and system integration with technology & people.
- Strong leadership and project management skills, with experience in managing cross-functional teams.
- Excellent communication, negotiation, and interpersonal skills, with a proven ability to work collaboratively with all levels of management and staff.
- Strong Technical skills with Data concepts and workflow processes.

Education, Certifications, and Languages

- Fluency in spoken and written English

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)

- 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

Job Information

Position Level: Individual Contributor

Department: Information Technology

Position Status: Temporary, 6 month contract

Activity Rate: 100%, 37.5 hrs/week

Location: Toronto or Montreal

Salary Grade: Level 16 on the MSF Canada Salary Grid, \$87,850.00 annually

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

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.