HCSA
COMMUNITY SERVICES

JOB DESCRIPTION

Programme Name	Corporate Services
Section	Digital Transformation
Reports to	Director, Digital Transformation
Job Title	Program Manager

GENERAL SUMMARY

1. HCSA Community Services ("HCSA") is embarking on an ambitious program from 2021 to 2023 to digitally transform its operations and business processes. Through this *high-tech* initiative, we envision:

    a) a fully digitalized work environment powering and integrating all mission-critical operational and administrative processes;

    b) a people equipped, adept with the means of digital information and knowledge management,

    c) working in a *highly-synergistic* manner within and without to drive *high-performance* in offering the *high-touch* services in fulfilling the organisation's mission to empower the vulnerable to find purpose for a more abundant life.

2. The scope of Digital HCSA 2.0 will involve not only the technical delivery of mission-critical information systems, but also all the attendant ICT policy and guidelines development, change management and other essential elements for enablement and adoption:

    a) Constituent Relationship Management ("CRM 2.0"), covering volunteer, donor and program case management;

    b) Digital Engagement ("Engagement 2.0"), covering digital touch points and interfaces with external constituents that is intimately linked with CRM 2.0;

    c) Human Capital Management ("HCM 2.0") covering Human Resource, Talent, Learning, Training and Workforce Management;

    d) Financial Accounting ("FinAcc 2.0") covering financial management and stewardship as well as employee-related financial processes;

    e) Digital Workplace 2.0 ("DW 2.0") covering internal and external communications, sharing, and collaboration;

    f) Corporate ICT infrastructure and personal devices ("Infra 2.0") covering high connectivity, security and availability of office and WFH networking environments, as well the end points in personal computing and communication devices.

DUTIES AND RESPONSIBILITIES

RESPONSIBILITIES:

We are seeking a highly-experienced and mission-driven Senior Program Manager / Consultant to lead, drive and manage the following workstreams under the leadership of the Director, Digital Transformation:

a) Steward the Digital HCSA 2.0 Roadmap in close coordination with the Senior Management Team, other leaders and colleagues of HCSA programs and Corporate Services, particularly with key leaders in Organisational Development (OD) and Transformation;

b) Manage and coordinate end-to-end delivery of all tracks and threads in the Digital HCSA 2.0 Roadmap, in close consultation and coordination with funding agencies, external service providers, program and other corporate services department heads, or other designated persons;

c) Provide subject matter / domain expertise and other interventions during program and project planning and delivery, as well as detail requirement specifications, design, testing, and implementation;

d) Pre-emptively identify, escalate and resolve issues through multi-partite coordination and management – especially in breaking through obsolete or redundant policies, practices and processes brought about by organizational silos, resistance or other bottlenecks;

e) Shepherd HCSA-internal, manage and mitigate risks and trade-offs and inter- and intra-project, program or department dependencies, and assimilate the following considerations during requirement specifications, design and deployment stages:

    i. No-code or low-code deployment to facilitate greater level of platform adaptability and agility that may be accomplished HCSA-internal, rather than extensive customization that would render the organization more dependent on service providers;

    ii. Logical data structures be enumerated, their relationships mapped and normalised across the organisation;

    iii. Straight-through Processing in paper-less workflow and basic input-process-output design to ensure little or no-handoffs or re-input of data;

    iv. Orientation and perspective and provision for near- or longer term possibilities for the organisation e.g. booking of course, venues (eCommerce), the scaling-up of scope and capacity for HCSA programs;

    v. Management of structured and unstructured data as evidence, derivation of insights, assessment of impact of HCSA programs and interventions, and learning;

    vi. Business continuity in exceptional scenarios (e.g. inaccessibility of data, systems or electronic services to outage, data loss, work offsite due to sickness, pandemic, etc);

    vii. Day to day access control and the security of cloud-based, mission-critical systems and data, and administration;

    viii. Compliance of legal, statutory, audit and other requirements (e.g. PDPA, CoC Standards & Governance, ROS, Funding Bodies, etc)

ix. High assurance of system uptime and performance in the context of widespread availability of broadband (gigabit) internet; and

x. High level of usability in the navigation and intuitive user experience of all information systems.

QUALIFICATIONS

EDUCATION & EXPERIENCE

1. Four or more years in undergraduate education with one or more post-graduate education in Computer Science, Software Engineering, Business, and other relevant domains;

2. Rigorous ICT-related professional training and skill certifications received;

3. 15 years or longer of experience in ICT project and program management in three or more multi-domain, cross-function, full-SDLC, information systems implementation in Singapore or overseas;

4. Experience in large-scale Business or ICT Consulting and/or Enterprise ICT management in private, public and non-profit sectors;

5. Knowledge acquired from training or assuming various roles above in one or more business domain areas of Financial Accounting, Human Capital Management, Customer Relationship Management processes and better practices.

TECHNICAL & CORE COMPETENCIES

The skills and experiences and level required for the Senior Program Manager / Program Consultant are listed in IMDA Skills Framework for Infocomm Technology in the Skills Framework PDF. Of special importance are the following technical skills and competencies:

a. Business Agility

b. Business Environment Analysis

c. Business Innovation

d. Business Process Re-engineering

e. Business Requirements Mapping

f. Business Risk Management

g. Change Management

h. Design Thinking Practice

i. Learning and Development

j. Partnership Management

k. Process Improvement and Optimisation

l. Project Management

m. Solution Architecture

n. Stakeholder Management

o. Strategy Implementation

OTHER REQUIREMENTS

1. Self-starting and independent;

2. High level of imagination and innovativeness;

3. Teachable and commitment to just-in-time learning as may be required in business and technical areas;

4. Highly relational and able to communicate effectively at a personal and professional and level with all colleagues;

5. A commitment to high-performance, excellence, and teamwork;

6. Bearing out in all ways and means in terms of communications and change management that would mitigate amongst other things:

    a. Less-than favourable outcomes in past digitalisation efforts;

    b. Stretched employees in operationally lean settings;

    c. Organisation development and transformation towards excellence is unprecedented, with possible inertia or resistance towards change;

    d. Colleagues being vocationally or by nature more akin to the high-touch, high-compassionate nature of the sector, and relatively less inclined in administrative, operational and ICT development.