



Ministry of Digital Economy & Entrepreneurship
Terms of Reference
Youth Technology and Jobs Project

Business Transformation Lead

I. About the Youth, Technology, and Jobs (YTJ) Project

The Government of Jordan (GoJ) has received financing from the World Bank to implement the Youth, Technology, and Jobs (YTJ) project, which has become effective in April 2020. The YTJ project aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the digital economy. The project duration is five years. The Ministry of Digital Economy & Entrepreneurship (MoDEE) is the implementing agency of the YTJ project.

As part of Capacity Building and Knowledge Transfer efforts, MODEE is seeking to hire team members that comprise, The Digital Transformation Task Team (DTT), to provide long-term technical expertise to implement the Digital Jordan program, including specialists in business process re-engineering, digital payments, mobile applications, API design, and other skills. This digital transformation task team (DTT) will be responsible for overseeing, aligning, prioritizing, and implementing the e-transformation and digitization of government payments projects, sequencing their execution based on their dependencies, and liaising with ministries and agencies including the Central Bank of Jordan as needed. This team will also be responsible for quality assurance of private sector and consultant deliverables.

As part of the DTT Team, MODEE is seeking to hire a **Business Transformation Lead** to drive exciting transformation improvements in ways of working to enable MoDEE to deliver the best content to audiences, in the most efficient, meaningful and effective way. Also the **Business Transformation Lead** is to influence decision-making at all levels and support the implementation of new operational processes, performance management systems and changes in culture required to deliver maximum value to audiences and they will be leading change at the front-line, through collaboration and strong communication, analytical assessment of the potential to improve, design, and implement a new way of working.

II. Responsibilities of the Business Transformation Lead

Under the general supervision of the Digital Transformation Manager, the Business Transformation Lead is responsible for the Main Duties and responsibilities:

- Engages stakeholders in the business analysis to ensure minimum disruption in the business and maximum adoption of the program at the frontline level
- Leads stakeholder strategy discussions to define the digital transformation program vision and objectives
- Drives alignment and buy-in from cross-functional and business stakeholders
- Runs effective program governance; managing risks, issues and interdependencies
- Defines program success criteria and disseminates to involved parties throughout program life cycle
- Conducts periodic program health and value assessments with program sponsor
- Identifies and resolves issues or conflicts within the programs and among project teams
- Proactively manages changes in project scope; devises, and implements contingency plans
- Assesses effectiveness of communication and interaction with stakeholder group
- Promotes adoption and identifies and removes obstacles to change
- Conducts program retrospectives and creates recommendations report to identify successful and unsuccessful project elements
- Coaches, mentors, motivates, and oversees project teams (with indirect and direct authority)
- Provide project coordination, liaise with cross-functional work teams, key stakeholders and subject matter experts to develop and execute an end-to-end adoption strategy
- Leads intake and prioritization of internal communications needs and works with team to develop and deploy communications ranging in scale from function-specific to Government-Wide.
- To independently structure, analyze and synthesize findings with minimum coaching. To apply analytical and operational frameworks, and have some knowledge of strategic business models and tools.
- To present analysis and recommendations of how to change the operations of an area to senior managers, both orally and in writing, as required. Delivering high quality visual presentations, communicating both data-driven and conceptual information effectively, as well as communicating orally key concepts to a variety of audiences

III. Eligibility and Minimum Qualifications

- At least 8 years in an internal or external consulting role with at least 3 as a manager or supervisor
- Experience using change management principles and methodologies with preferred certification
- Able to work across teams, drive alignment, and navigate a complex organization
- Comfortable working independently and managing multiple assignments (often with tight deadlines)
- Able to quickly identify and understand issues, manage ambiguity and exercise mature judgement
- Unafraid to challenge ideas; explores new ways of solving old problems
- Creative thinker with inquisitive mind
- High attention to detail and quality
- Teaches others to learn new skills
- Advanced written and verbal communication skills

- Excellent presentation skills, and comfortable presenting to senior stakeholders on a regular basis
- Program vision and management: capable of architecting and executing strategies and plans
- Ability to simplify and translate complex concepts and perspectives into actionable recommendations
- High proficiency in Microsoft applications (PowerPoint, Excel, SharePoint, Teams, Forms)
- Basic knowledge of Adobe creative applications that support communications campaigns
- Ability to learn new technologies as needed.

IV. Education Requirements

University Bachelor's Degree in Computer Science, Computer Engineering, BIS, MIS, or any another relevant field. Master's degree is preferred. Master's degree is preferred.

V. Duration of Assignment

The contract period is for one year, renewable up to 4 years. The Business Transformation Lead must diligently perform in a proper and efficient manner the duties set out within these TOR and any other task or responsibilities that may arise in relation to the proper management and delivery of the project.

VI. Application

Only the most qualified and suitable candidates will be invited to interviews. Interested eligible individuals may submit their **cover letter** and **resume** via email to wb.jobs@modee.gov.jo

Please include the name of the position in the subject of the email.

Deadline: Kindly Submit before 11:59 PM on October 03, 2020