



*WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles. Selection of staff is made on a competitive basis, and we are committed to promoting diversity and gender balance.*

## **Junior Professional Officer (JPO) Programme**

### **TERMS OF REFERENCE**

- Title of Post:  
**Business Transformation Officer (BTO)**
- Grade:  
**P-2**
- Contract type:  
**Fixed-term (JPO)**
- Supervisor:  
First year: **Head of Business Operations/P-4**  
Second year: **Business Transformation Officer / Programme Officer**
- Unit/Division:  
First year: **Technology Division – Beneficiary Services (TECB)**  
Second year: **CBT / Programme Support Services**
- Duty Station:  
First year: **Rome/Italy**  
Second year: **WFP Regional Bureau or Country Office – duty station to be established and agreed between donor and WFP based on identified needs and opportunities.**
- Duration of assignment:  
**2 years subject to satisfactory performance. Extension for a 3<sup>rd</sup> year will depend on availability of financial resources and the candidate's performance.**

### **ABOUT WFP**

The World Food Programme (WFP) is the world's largest humanitarian agency fighting hunger worldwide. We are currently seeking a Junior Professional Officer to fill the position of Business Transformation Officer with the Technology Division – Beneficiary Services (TECB) based in Rome, Headquarters for the first year and then a field location in the second year.

### **CONTEXT AND BACKGROUND**

Technology and connectivity are rapidly reaching some of the most vulnerable people and places affected by crisis, but they are also increasingly expanding to the services responding to those same crises. As one of the main humanitarian actors, WFP has the opportunity and the obligation to leverage data and technology to better know and serve those in need by digitally transforming the way it works. Such ambition led to a plan aimed at establishing, integrating, and mainstreaming the core elements of an end-to-end digital business

process. The objective is to support the Executive Director's digital strategy to ensure that all WFP assistance is digitized and that these business services will also be offered to partners and governments. WFP has developed and is continuing to enhance and maintain a set of digital solutions to manage:

1. the identities and entitlements of its beneficiaries,
2. the operational parameters of the programmes that transfer benefits to them, and
3. the interfaces with financial service providers and other delivery mechanisms that process actual last mile transfers to beneficiaries.

This includes SCOPE, which is WFP's beneficiary and transfer management platform that supports the WFP programme intervention cycle from beginning to end. The SCOPE platform is a web-based application used for beneficiary registrations, intervention setups, distribution planning, transfers and distribution reporting. SCOPE currently supports all WFP transfer modalities: in-kind, voucher and cash for a variety of project activities. Such activities currently powered by SCOPE include Nutritional Interventions, Asset Creation, Food for Assets, Food for Work, Food for Training and General Food Distributions.

Within the Technology Division – Beneficiary Services (TECB), and under the direct supervision of a more senior Manager, the incumbent will work independently across multiple business areas establishing and managing effective working relationships with business counterparts to align business and IT needs. They will use their substantial knowledge and experience to gather and analyse business needs, provide advice and deliver solutions within the thematic area of Transfer Management which comprises of point 2 & 3 of the digital solution set mentioned above.

## **DUTIES AND RESPONSIBILITIES**

### **Year 1**

Under the direct supervision of Head of TECB Business Operations, the JPO will have the following responsibilities:

- Participate in capacity building initiatives aimed at building solid digital assistance expertise amongst cross-functional colleagues in WFP.
- Through interactions with COs and HQ business units, generate ideas and requirements for the enhancement of transfer management in SCOPE so that it evolves with the ever-changing technology landscape and challenges of delivering food assistance in very diverse operational contexts in countries where WFP operates. If need, be lead special projects to deliver new SCOPE capabilities.
- Ensure that Use Cases for new requirements or change requests well articulate SCOPE functional needs. Present concepts in a concise manner, including narrative, process diagrams, role and accountability diagrams and business focused story boards.
- Coordinate with architecture and business engagement teams to ensure delivery of functionality, as per agreed schedules, so that Country Office implementation can be executed as planned.
- Ensure traceability from requirements through to quality assurance and assist in subsequent implementation of the capabilities for the Country Offices.
- Coordinate implementation of Transfer Management-related features in SCOPE through the Regional Bureau Business Transformation Officers (RBTOs), ensuring involvement of all stakeholder units at HQ and Country Offices as per the corporate digital assistance Business Process Model (BPM).
- Assist in assuring that WFP relies upon state-of-the-art, risk-based systems of control over the personal data and beneficiary data processed in IT workflows.
- Facilitate communication with RBTO Team members for purposes of managing Country Office expectations.
- Communicate project updates to all stakeholders regularly.
- Travel to country offices to rollout solutions where applicable.
- Travel to other duty stations for meetings, conference and/or workshops might be required.
- Perform any other duties as required.

## **Year 2**

Under the direct supervision of Programme Support Services Coordinator, the JPO will perform the following responsibilities:

- Liaise with different WFP functional units (Programme, Procurement, Administration, Finance, Logistics ICT) to ensure coordinated design and implementation of cash and voucher transfers.
- Coordinate the implementation and documentation of mandatory assessments and other preliminary works that guide the choice of transfer modality.
- Perform cost effectiveness and risk analysis prior to the design of any transfer modality (cash, voucher, hybrid or in-kind). During implementation, monitor and report on cost-effectiveness of intervention.
- Periodically review the method at which cash or voucher values to beneficiaries are determined and propose effective means of determining the value of transfers.
- Advocate for and implement data protection principles and requirements as they pertain to digital assistance services. Identify related issues requiring attention and/or relevant action.
- Facilitate corporate capacity building exercises to Area Offices and to NGO partners implementing cash and vouchers.
- Review best practices of cash and vouchers implementation and identify avenues for strengthening and standardizing existing systems in accordance with WFP operational guidance.
- Represent WFP in inter agency meetings focused in cash and vouchers implementation.

### **EXPECTED OUTCOMES**

- Practical understanding of all the features of the digital assistance platform (SCOPE), to support implementation to WFP operations.
- Support Country Offices to monitor and regularly update management on the status of use of SCOPE by for delivering cash, voucher and in-kind transfers to WFP targeted beneficiaries.
- Can assist Country Offices to streamline the use of SCOPE-generated reports to ensure timely payment of Cooperating Partners/Service Providers for distribution/redemption services for the reporting month.
- Identify opportunities to optimising and reduce delays in the processes of registration, enrolling beneficiaries, and distribution of assistance, reporting on distributions and paying Cooperating Partners for distribution services.
- Support other agencies using SCOPE for registration and distribution.

### **ESSENTIAL QUALIFICATIONS & EXPERIENCE**

- Advanced university degree in business management, information technology, social science/humanities or relevant field(s)
- Two years, preferably three years, of relevant working experience in project management required.
- Experience in Data Protection and/or Cash-based Transfers a strong asset.
- Experience in international cooperation (development or humanitarian cooperation) an asset.
- Fluency in English required.
- Fluency in a second UN language such as French/Arabic/Spanish an asset.
- Proficiency in Windows MS Office (Word, Excel, Powerpoint, Outlook).
- Behavioural competencies such as Action Management, Client Orientation, Cognitive Capacity, Innovation, Partnering and Teamwork.
- Flexibility required to travel at short-notice and deploy to emergency contexts for short-term assignments.

### **DESIRABLE REQUIREMENTS**

To perform the wide range of tasks and excel in this position, the ideal candidate would also possess:

- Exposure to the international arena either by direct work for an international institution/organization or, if working for a national entity, by way of interacting with international stakeholders;

- Intermediate level of one, or more, of the following official languages: French, Spanish, Arabic, Chinese, Russian and Portuguese.
- WFP's international professionals are required to serve in different locations around the world during the course of their career (including in hardship duty stations). Willingness to be mobile would maximise opportunities for long-term retention into the Organization.

### **SUPERVISION**

Supervision for both years by experts in coordinating, managing and supporting field operations globally or country specific cooperation at P3 and above levels.

### **TRAINING COMPONENTS**

On the job training on SCOPE platform with access to environment for simulation and hands-on learning. Access to all WFP training and especially in the cash and voucher space. Opportunities for TDY or missions working with Regional SCOPE BTO at Regional Bureau or Country Office.

### **LEARNING ELEMENTS**

At the end of the two-year assignment, the JPO should have obtained:

- Very good knowledge of WFP's digital assistance platform and its applicability and implementation for overall operations and activities globally.
- Good skills in coordinating cross-functional business units to document requirements and solutions
- Familiarity of WFP Cash based transfer and in-kind assistance programmes.
- Good general understanding of WFP's school feeding and nutrition programmes.
- Good understanding of the digital assistance services offered to WFP and to external partners.
- General understanding of other non-food and capacity building initiatives and operations in WFP globally.

Saving Lives  
Changing Lives