



JOB AND TASK DESCRIPTION

Job Title: Adviser and Team Leader (IT Systems)

Division: Debt Management Unit

Grade: F

Reports To: Advisor & Head, DMU

General Information

The Commonwealth Secretariat is an inter-governmental organisation with 52 Member States. The Economic, Youth and Sustainable Development (EYSD) directorate is responsible for the Secretariat's programmes on national and international sustainable development. It plays a critical role in the Secretariat's public debt management programme implemented by the Debt Management Unit which supports member countries efforts to effectively manage the country's public debt portfolio.

The *Debt Management Unit* within the EYSD directorate is a major development co-operation Unit of the Commonwealth Secretariat, supporting the development efforts of member countries through technical assistance and capacity building in debt management. A significant part of the Unit's work is of a consultancy and advisory nature, delivered through a combination of in-house and external expertise.

The Debt Management Unit (DMU) provides an integrated package of technical assistance in debt management through policy advisory support, capacity building activities and provision of debt management solutions for strengthening and reforming debt management framework, policy and operations. Development and support in the use of the world-leading debt management software solutions comprise the provision of the Commonwealth Secretariat Debt Recording and Management System (CS-DRMS) for recording of debt database and supporting back office functions which is used in 64 countries globally; the public debt analytical tool - Commonwealth Secretariat Horizon based on a risk management framework; and the Commonwealth Secretariat - Securities Auctioning System (CS-SAS) for supporting operations on auctions of government



securities. The Unit also supports countries in building a comprehensive and good quality debt database in CS-DRMS in line with best practice in debt data statistics and assists in the preparation of debt bulletins. Capacity building support is also provided to strengthen institutional and local capacity in debt management through the provision of hands-on training workshops and other distance learning programme on related areas in debt management.

Job Summary

Reporting to the Adviser and Head of DMU and working as part of a team comprising economists, debt specialists and IT professionals, the Adviser and Team Leader (IT Systems) will be responsible for leading, managing and contributing to the development and maintenance of the Secretariat debt management software solutions to meet the overall objectives of the capacity building programme in debt management.

Task Description

The main duties of the Adviser and Team Leader (IT Systems) are as follows:

1. Advise on and manage implementation of appropriate software development and maintenance strategies, methodologies and best practices;
2. Strategically plan, drive and manage the development/enhancement and release of software according to periodic release cycles;
3. Prepare and manage financial expenditure plan for the development of the Commonwealth Secretariat software project;
4. Professionally lead, manage and supervise the work and deliverables of IT staff for the software development and maintenance;
5. Develop and maintain strong working relationships with partners such as World Bank, IMF, Regional Development Banks, client sites and other stakeholders for bringing necessary functional enhancement to the Secretariat's software;
6. Manage and drive the day-to-day development and maintenance of the Secretariat's Debt Management Solutions, including the costing, scheduling and co-ordination of all IT development activities, and ensure that software development is undertaken efficiently, on time and within budget. This will include:
 - maintaining an up-to-date Software Development Plan and producing regular progress reports on task accomplished, any delays encountered and their impact on delivery;

- chairing meetings to discuss software development related issues and review progress of development activities;
 - ensuring that DMU has the adequate hardware and software tools to meet its mandate; keeping all software licenses current; maintaining a comprehensive contingency/backup plan to ensure DMU can recover from a disaster.
7. Ensure that software development is done according to the agreed methodology and that new releases are comprehensively tested and meet agreed quality criteria; ensure that new releases are effectively distributed to and implemented at user sites. This will include:
- Actively participating in meetings with the rest of DMU staff, domain experts and consultants with a view to (a) eliciting user requirements and specifications; and (b) defining priority for implementation;
 - Contributing to, supervising and signing off on all technical design documents;
 - Supervising and quality assuring and signing off on all software produced.
8. Ensure that all user and technical documentation, training materials and other related technical and client support documentation are of a high standard and kept up to date in line with new releases. The officer will be expected to act as resource person in workshops organized by DMU in his/her area of competency.
9. Arrange for the provision of client support services to the user sites in the use of the debt management software and ensure that responses to queries are sent in a timely fashion and helpful manner.
10. Identify short term consultants, draft and negotiate contracts and manage their inputs into the software development, documentation and training.
11. Manage tender process and advise on the selection of software vendor for outsourcing of software development activities where necessary; Strategically manage outsourcing contracts and manage outsourcing projects for software development in line with quality standards.

12. Liaise with client countries and other external agencies and partners (including the Software Distributor for non-Commonwealth countries) on technical matters relating to the software including its linkages with other systems and third party products;
13. Advise on the technical implications of developments in commercial software and hardware underlying CS-DRMS. Identify and organize in-house training to keep team members abreast of current development in IT.
14. Provide technical inputs into Software Licensing Agreements with Governments, International Agencies, the software Distributor for non-Commonwealth countries and commercial clients.
15. Perform any other duties as may be required from time to time.

Person Specification

Education

Essential:

- A first degree in computer science or equivalent and a post-graduate degree in Computer Science, Economics, Finance or equivalent.
- Certified project manager e.g. Prince 2 or equivalent certification.

Desirable:

- ITIL (IT infrastructure library) certified.

Experience

Essential:

- At least ten years' experience in managing large software development projects preferably in the financial services sector;
- Proven track record over at least seven years of leading and managing multidisciplinary teams of ICT specialists to produce high quality deliverables;



The Commonwealth

- Extensive experience in managing outsourced software development contracts for delivery of projects complying with high quality standards within agreed budget and timeframe;
- Substantial experience in building strong relationships and interconnectivity between the business and ICT to ensure that systems are developed and delivered with business needs in mind;
- Quality focused with strong project management, people management, influential and negotiation skills;
- Experience in managing development of systems using ORACLE or MS SQL Server databases in a client-server or web-based environment;
- Experience of using latest technologies including Microsoft .Net and web services in a work environment.

Desirable:

- Knowledge of public debt management

Competencies

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Challenges others to rectify biases in behaviour, systems & process

Working with Others

Manages conflict and works towards mutual solutions

Identifies organisations with which to partner for specific solutions

Encourages others and provides them with the autonomy to pursue relationships



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Uses personal influence to establish compromise and agreement when faced with conflict

Demonstrates balance between directness and diplomacy in negotiations

Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims

Encourages and supports others in demonstrating cultural awareness when working with others

Acts autonomously to shape the nature and direction of partner & third party relationships

Planning & Analysis

Identifies and plans milestones/strategy for programme and cross team activities

Takes long term view on potential setbacks to strategy and takes appropriate action to mitigate against them

Takes corrective action if activities are off track

Uses past experience to inform future planning

Critically analyses complex information from a range of sources and interprets this effectively

Managing Resources

Manages programme and cross team activities against specific objectives/results

Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia

Identifies the best method and resources when high level course of action has been identified

Analyses available resources and what activity they will enable

Takes responsibility for multi team/programme activities

Manages diverse motivations of a range of groups in large scale programmes

Accountability



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Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances

Supports subordinates, provides oversight and takes responsibility for all delegated assignments

Decision Making

Determines what can be realistically achieved when deciding on strategic solutions

Is proactive and responsive in making decisions on complex, technical issues based on appropriate information

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

Leadership & Development

Reinforces vision throughout organisation e.g. by acting accordingly inter alia

Identifies and develops leadership skills in others

Empowers others to take control of their own development and progression

Offers sound guidance and direction on complex and critical issues

Maximises the potential of others e.g. by creating suitable opportunities for development inter alia

Ability to think and act strategically, analyse issues and take a strategic view. Contribute towards effectiveness of regional programmes.

Translate strategies into actionable plans. Contribute towards effectiveness of regional programmes.