A Career Opportunity

At UNICEF, we work tirelessly to ensure children survive, wherever children's lives are at risk. As part of the UN, we are active in more countries and have saved more children's lives than any other humanitarian organization.

By embarking on an ambitious campaign, we will reach every child, even those in the most remote and hard-to-reach places with the essentials that every child and every family needs to survive. Because no child is too far.

Consider joining us as our:

Director, Business Solutions
(Permanent, Full-time, based in Toronto)

Reporting to the Chief Operating Officer (COO), the Director, Business Solutions is responsible to investigate and recommend effective business solutions and to manage, analyze, and support our critical business applications.

The responsibilities of the position will include (but not limited to):

Business System & Applications (45%)

- Serve as the chief steward of all business systems (CRM), content management system (CMS) and data (excluding the financial system)
- Develop and implement a strategic plan of action for Gifts Administration including analyzing and streamline business processes for constant improvement of cycle time in processing of new gifts and pledges.
- Monitor gift administration procedures and policies for adherence, accuracy and auditing requirements. Update procedures and policies on a regular basis as required by auditors.
- Responsible to oversee the internal call centre for donor-engagement services. This includes outbound donor acknowledgement and inbound services to manage phone donations, tax receipt requests, donor information changes, and issue or program based questions.
- Responsible for the infrastructure content management system that serves to efficiently produce and update new content for the website including ecommerce and mobile web sites.
- Develop and implement the technology component of the digital strategy that supports the organizational and departmental priorities.
- Establish and maintain quality control processes for all website content, data warehouse, data definitions and data governance.
- Work closely with all business units and stakeholders to understand, prioritize and

implement the use of technology to support business needs.

- Identify, troubleshoot and solve complex problems.
- Provide excellent customer service to internal and external users.

Business Intelligence and Reporting (30%)

- Lead the development and implementation of business intelligence vision and strategy that improves the quality, timeliness and relevance of information available to decision makers in the organization.
- Work in close partnership with the Business teams to model and align data capture with the requirements and needs and raise the quality of data through improved data governance and business process improvements.
- Lead business intelligence initiatives and work with the business teams to create collaborative solutions for delivering information, performance monitoring and internal controls.
- Drive the organizations web analytics requirements by leading efforts to identify KPIs and tagging requirements for all products, programming and marketing efforts.
- Work closely with Digital Fundraising and Marketing to analyze and translate quantitative and qualitative data from Google analytics into actionable SEO and Search plan.
- Serve as a change management leader to drive standardized use of data throughout the organization.

Strategic Development (15%)

- Lead the development and implementation of a vision and strategy for business systems and applications, to support organizational strategic objectives.
- As a member of the organization's leadership team, contribute to the development of the organization's 4 year strategic plans.
- Develop and manage the annual operating plans and budget for the department.
- Measure success of departmental strategies and refine as necessary in coordination with stakeholders to ensure their ongoing effectiveness in support of organizational objectives
- Collaborate with all the departments in the Organization to develop a strategy and support in managing information, systems and processes.
- Working closely with the COO to develop the long term strategy and KPI's for donor-engagement services.

Management and development (10%)

- Recruit and supervise Business Solutions staff and provide guidance and support to ensure quality fulfillment of responsibilities.
- Regularly review yearly goals and work with the team to ensure these goals are met.
- Maintain broad, general technical competence in all sectors of UNICEF's mandate.
- Maintain knowledge and awareness new products, vendors and industry technology developments

The ideal candidate will have:

- A post secondary degree in Information Systems or a related discipline
- A minimum of 10 years relevant work experience in business analysis, application support and project management
- Proven experience and technical competence with The Raiser's Edge, Financial Edge, MS SQL Server
- A strong understanding of data management, reporting and metrics
- A solid understanding of web development concepts and technologies, including ASP.NET, PHP, CMS, SEO and Web Analytics
- The ability to develop teams and external relationships through strong leadership
- The ability to be highly intuitive and demonstrate strong negotiating skills, strategic vision and resourcefulness.
- The ability to work in a fast paced environment, prioritize and effortlessly pivot from strategy to individual execution.

For consideration, please submit your resume and cover letter to careers@unicef.ca by **Friday, January 31, 2014**. Please attach your cover letter and resume as one document, and reference the title of the position clearly in the subject heading.