SPECIFIC JOB PROFILE

I. Post Information

POST NUMBER/ CASE NUMBER: 133095 POST/CASE NUMBER OF SUPERVISOR: **Deputy Director, Digital Foundations 100003** REASON FOR CLASSIFICATION: **New position** REGION/DIVISION: **Digital Impact Division** COUNTRY: **Spain** DUTY STATION: **Valencia** OFFICE: **Digital Core** SECTION: **Digital Foundations - Business** UNIT: **n/a**	CATEGORY: PROPOSED LEVEL: **P5** JOB TITLE: **Chief Digital Foundations - Business** Functional Code: **ICT** ICSC CCOG Code: **1A05**

II. Strategic Office Context and Purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chace in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic Office Context:

Digital Impact Division (DID) is at the heart of reshaping how UNICEF delivers lasting results for children. We are committed to harnessing the full potential of emerging digital technologies to advance UNICEF's mission.

DID works in close collaboration with regional Digital Impact teams and colleagues across headquarters divisions, regions, and country offices to leverage technologies and capabilities that accelerate progress on UNICEF's goals, strengthen community resilience, and expand access to essential digital services and information.

Our mission is to enhance UNICEF's global digital impact by promoting equitable access to information and services, empowering communities to create lasting, positive change for children, and foster a more inclusive, interconnected, and sustainable world for every child, everywhere.

Digital Foundations (DF) creates and sustains transformative, data and AI-ready digital solutions grounded in human-centered design. Leveraging resilient, scalable cloud technologies, it provides a secure and adaptable technology backbone to deliver results for children with greater efficiency and agility. Through forward-looking technology roadmaps and continuous improvement, the Digital Foundations function modernizes core systems, strengthens cybersecurity, and fosters innovation to ensure future-resilient systems. As a key enabler of UNICEF's digital transformation, it enhances data-driven decision-making and enables operational excellence to achieve sustainable results for children.

Purpose for the job:

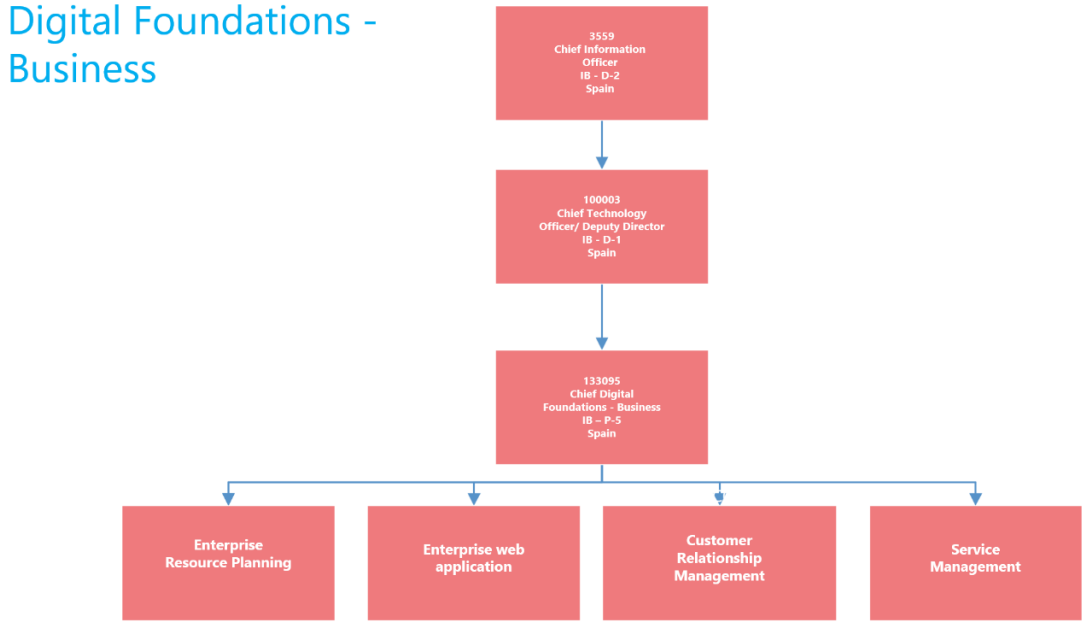
The Chief, Digital Foundations – Business, reporting to the Chief Technology Officer (CTO), leads the strategy, development, and lifecycle management of UNIICEF enterprise business applications and digital platforms. This role is central to delivering secure, scalable, and user-centric solutions that enable operational effectiveness and digital transformation across the organization.

The incumbent ensures that global systems, such as Enterprise Resource Planning ecosystem, Customer Relationship Management, Programme, Partnership and Service Management, are well-integrated, continuously optimized, and aligned with UNICEF strategic goals and Digital Impact Division vision. Through close collaboration with stakeholders, corresponding business units and partners, the Chief translates functional needs into digital capabilities that support headquarters, field offices, and shared service centers.

This role leads internal and external-facing digital solutions workstreams, advancing standardization, usability, and long-term sustainability. It drives innovation, manages strong vendor relationships, and champions agile delivery models that enable cross-functional collaboration.

A key responsibility is fostering collaboration with UN agencies for digital coherence, to co-develop or align shared digital tools, enhancing interoperability, cost efficiency, and collective impact. By enabling integrated, modern, and intelligent digital foundations, the Chief plays a vital role in advancing UNICEF mission, culture of innovation, and results-based management.

This position supervises a team of 38 staff members at different levels.



III. Key functions, accountabilities and related duties/tasks:

Application Solutions Lifecycle Management and Delivery Leadership

- Lead the delivery of global digital application services across all organizational levels, ensuring solutions are fit-for-purpose, cost-effective, secure, and scalable.
- Coordinate analysis of business requirements, translate them into digital capabilities, and oversee the implementation plans.
- Establish and uphold best practices in applications lifecycle management, ensuring continuous enhancements and stable operations for mission-critical systems.
- Define and implement policies and procedures for software asset management and systems maintenance; ensure accurate application configuration records.
- Lead the design and architecture of UNICEF applications landscape to support integration, usability, and long-term sustainability.
- Ensure all solutions incorporate security by design, robust quality assurance, user experience standards and follow inclusive design, open standards, and sustainability principles.
- Provide advice and support the development, deployment, and adaptation of Digital Public Goods (DPG) and in government systems strengthening engagements.

Digital Solutions Strategy and Alignment to Organizational Results

- Lead the development and execution of the overall digital solutions strategy for the enterprise ensuring alignment with UNICEF Digital Impact Division Strategy and organizational priorities through effective governance
- Oversee and integrate the delivery of digital tools that support all levels of the organization, from headquarters to the smallest field offices, across both programmatic and operational domains.
- Promote standardization, interoperability, and rationalization of the applications landscape to achieve a well-defined, optimized digital environment.
- Ensure timely upgrades, enhancements, and maintenance of all mission-critical applications to remain current and effective.
- Engage in solution evaluations, selections, and integration approaches that support performance, security, and strategic direction.
- Monitor trends and emerging technologies, advising innovations that enhance programme delivery, operational effectiveness, and digital transformation.
- Act as a catalyst for technology-enabled cultural change, promoting new digital business models and sectoral leadership in digital maturity.

Digital Architecture and Integration Governance

- Guide the development of a unified digital architecture strategy that supports seamless integration, modularity, and future-proofing.
- Advance maturity in enterprise architecture practices through knowledge sharing, documentation, and repeatable models.
- Foster interoperability across UNICEF systems and with UN agencies contributing to collective digital coherence within the UN ecosystem.
- Promote adherence to global standards in digital solution design and ensure governance structures are in place to monitor and guide system architecture decisions.

Continuous Improvement and Operational Excellence

- Implement mechanisms for monitoring system performance, enforcing Service Level Agreements (SLAs), and proactively managing risks or disruptions to critical services.
- Ensure robust change and release management processes are in place to support efficient upgrades, enhancements, and new system rollouts.
- Cultivate a quality-first culture by embedding continuous improvement, security assurance, and user-centricity into the development lifecycle.

- Promote the use of analytics, feedback loops, and performance data to guide digital service enhancements.

Resources and People Management

- Lead and empower a diverse team of digital professionals, fostering inclusion, well-being, and continuous development.
- Align annual work plans with strategic priorities, resources, and operational targets; oversee implementation and progress reporting.
- Build team capacity through targeted training, certifications, hackathons, and exposure to modern technologies and practices.
- Manage technology resources effectively, leveraging external vendors and service contracts to support scalable delivery of digital solutions.
- Cultivate a high-performance culture through clear expectations, timely feedback, and professional growth opportunities.
- Develop, manage, and monitor business applications development and operations budget in close coordination with administration teams to ensure cost efficiency, transparency, and alignment with divisional priorities.
- Implement and oversee chargeback or cost-recovery models to promote transparency, equitable cost distribution, and financial accountability.
- Analyze spending patterns and identify opportunities for cost optimization, efficiency gains, and value generation. Provide insights to senior leadership for informed decision making.

Vendor and Partner Relationship Management

- Guide and influence strategic vendors to align with UNICEF digital vision and deliver high-impact, cost-effective solutions.
- Manage long-term agreements (LTAs) and service delivery partnerships to ensure performance, value for money, and innovation in solution delivery.
- Collaborate with other UN agencies and partners on shared digital tools and platforms to enhance efficiency, reduce duplication, and increase interoperability.
- Represent UNICEF in interagency forums and promote the organization's interests in joint digital initiatives.

IV. Impact of Results

The efficiency and efficacy of the Chief, Digital Foundations – Business, have a direct and far-reaching impact on the Digital Impact Division's ability to deliver secure, scalable, and user-centric digital solutions that support UNICEF digital transformation, operational and programmatic goals. By overseeing the business applications strategy, development, and lifecycle management of enterprise applications, the incumbent ensures digital solutions are consistently optimized, integrated, and responsive to evolving needs across headquarters, regional, and country offices. Effective leadership in this role enhances UNICEF business capabilities, data & AI driven decision making, improved service delivery, and increased operational efficiency. It also supports external engagement platforms that promote greater stakeholder inclusivity, stronger partnerships, and broader digital reach. The incumbent's role in aligning digital products with business requirements fosters consistency, collaboration, and field-focused integration, reducing duplication and enhancing cost-efficiency. Furthermore, the Chief plays a key role in driving innovation and maintaining interagency digital coherence, positioning UNICEF as a leader in digital maturity within the UN system. These outcomes collectively strengthen UNICEF ability to achieve its mission and results for children by using technology to deliver agile, effective, and accountable programmes at global scale.

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

ii) Core Competencies (For Staff with Supervisory Responsibilities)

- Nurtures, Leads and Manages People (L3)
- Demonstrates Self Awareness and Ethical Awareness (L3)
- Works Collaboratively with others (L3)
- Builds and Maintains Partnerships (L3)
- Innovates and Embraces Change (L3)
- Thinks and Acts Strategically (L3)
- Drive to achieve impactful results (L3)
- Manages ambiguity and complexity (L3)

VI. Recruitment Qualifications	
Education:	**Advanced University Degree** (master's degree or equivalent) in Computer Science, Information Technology Management, Business Administration or a related field
Experience:	A minimum of **10 years** of progressively responsible and relevant work experience in a large international development context and in a geographically dispersed organization is required. • Progressive leadership experience in enterprise applications and digital platforms within complex, global organizations. • Proven track record of leading end-to-end application lifecycle management, enterprise business applications, digital engagement platforms, partnership management, fundraising and mission-critical internal systems. • Experience managing large-scale digital transformation initiatives, including business process optimization, system rationalization, and stakeholder engagement across diverse geographies. • Demonstrated success in strategic planning and execution of technology and business application roadmaps aligned to ICT strategy, organizational goals in multi-stakeholder environments. • Strong experience working in multi-vendor environments, including contract negotiation, performance monitoring, and partnership development.

	Technical Skills • Expert-level understanding of enterprise architecture, application platforms, systems integration, and middleware. • Deep knowledge of ERP ecosystems (e.g., SAP, Oracle), CRM systems (e.g., Salesforce, ServiceNow), enterprise content management platforms and open-source technologies • Proficiency in cloud-based services and SaaS models, application modernization, and security-by-design principles. • Solid grasp of software development methodologies, including agile, DevOps, and CI/CD pipelines. • Competence in data management, interoperability standards, and the use of APIs and service buses for digital connectivity. • Familiarity with information security frameworks, ICT risk management, compliance is an asset • Good understanding and ability to implement impactful Artificial Intelligence (AI), Machine Learning (ML), automation and business intelligence systems **Functional and Leadership Skills** • Strong strategic thinking and analytical capabilities to align digital platforms with organizational goals and field realities. • Demonstrated ability to translate business needs into digital solutions, working across technical and non-technical stakeholders. • Excellent project and programme management skills, including budget oversight, risk mitigation, and vendor coordination. • Skilled in change management and stakeholder engagement, especially in multicultural and decentralized contexts. • Strong leadership in building, motivating, and mentoring high-performing, cross-functional teams. • Ability to drive innovation, manage complexity, and champion digital culture change within a mission-driven organization. • Highly effective communication and negotiation skills, with the ability to influence senior stakeholders and external partners.
Language Requirements:	Fluency in English. Knowledge of another UN language is an asset.

VII. Child Safeguarding (Please respond with Yes or No)	
IS THIS ROLE A REPRESENTATIVE, DEPUTY REPRESENTATIVE, CHIEF OF FIELD OFFICE, THE MOST SENIOR CHILD PROTECTION ROLE IN THE OFFICE, CHILD SAFEGUARDING FOCAL POINT, OR INVESTIGATOR (OIAI)? *****:	No
IS THIS POST A DIRECT CONTACT ROLE IN WHICH	

INCUMBENT WILL BE IN CONTACT WITH CHILDREN EITHER FACE-TO-FACE, OR BY REMOTE COMMUNICATION, BUT THE COMMUNICATION WILL NOT BE MODERATED AND RELAYED BY ANOTHER PERSON? *****:	No
IS THIS POST A CHILD DATA ROLE IN WHICH INCUMBENT WILL BE MANIPULATING OR TRANSMITTING PERSONAL-IDENTIFIABLE INFORMATION ON CHILDREN SUCH AS NAMES, NATIONAL ID, LOCATION DATA, OR PHOTOS)? *****:	No
THE SELECTED CANDIDATE FOR THIS POSITION WILL BE REQUIRED TO ENGAGE WITH VULNERABLE CHILDREN*****:	No