Terms of Reference: Digital Transformation Implementation Adviser

Location:	Suva, Fiji
Contract Duration:	12-months, with possibility of extension
FTE:	1.0 FTE
Travel:	Some local and international travel within Fiji and the region may be a requirement of this position.
Manager:	P4SP Program Manager
Performance Management:	The incumbent is required to participate in DT Global's performance management processes.

About DT Global Asia Pacific

At DT Global Asia Pacific, we aim to positively impact people's lives through delivery excellence. As a leading implementing partner across Asia and the Pacific, we co-create locally led solutions in partnership with governments, communities, and stakeholders. We bring together talented teams and deep regional expertise to deliver initiatives that promote inclusive economic growth, essential services, and resilient, secure communities. With over 1,500 staff, experts in 22+ countries and more than 60 years of development experience, we tackle complex community, national and transnational challenges — from governance and justice systems to climate resilience, infrastructure and social equity — with innovative thinking and a commitment to long-term impact.

For more information, please see www.dt-global.com

About P4SP

The Australian Government through the Department of Foreign Affairs and Trade (DFAT) has commissioned the Partnerships for Social Protection program (P4SP), which is being implemented by DT Global.

P4SP is an eight year, AUD 36 million Australian Government program to support governments in Pacific nations and to strengthen their national social protection systems. The program delivers both bilateral and regional activities to support partners to improve the quality, inclusiveness and sustainability of social protection systems, and to build awareness of, and demand for, quality and inclusive social protection. P4SP is a highly adaptive and demand-driven program. As such, the operating context, and the priorities of government and DFAT Posts in each country are key determinants for the scope of P4SP's engagement.

The outcome P4SP is working towards is that government's increasingly address gaps and bottlenecks in the coverage and inclusiveness of social protection policy and program delivery.

P4SP commenced on 20 September 2021 and will operate until 19 September 2029.

For more information, please see https://p4sp.org

Background & Context

The Government of Fiji's Ministry of Women, Children, and Social Protection (MWCSP) is undertaking a comprehensive reform of its social assistance schemes to enhance their efficiency and effectiveness. These reforms align with the National Social Assistance Policy (2021) and aim to modernize the delivery of social protection services.

In collaboration with the Australian Government's Department of Foreign Affairs and Trade (DFAT) under the **Partnerships for Social Protection (P4SP) program**, the MWCSP completed a **technical review of the Department of Social Welfare's (DSW's) programmes** in May 2023. The review identified opportunities for

operational and policy strengthening in the implementation of the six major social assistance schemes managed by the DSW:

1. Family Assistance Scheme
2. Social Pension Scheme
3. Care & Protection Allowance
4. Disability Allowance Scheme
5. Food Allowance for Rural Pregnant Mothers
6. Transport Assistance Scheme

To address the challenges identified, the technical review recommended the development and implementation of an **Integrated Beneficiary Management System (IBMS)**. This modern, digital platform will integrate information management for the six social assistance schemes using web and mobile application interfaces. The IBMS will fully support operational processes, including:

- System administration and security management
- Registration and re-certification
- Eligibility assessments, enrolment and interoperability mechanisms
- Payments and reconciliation
- Case management
- Appeals and grievances
- Monitoring and reporting

Once implemented, the IBMS aims to achieve several core objectives:

1. Support the six social assistance programmes through a unified platform and shared beneficiary registry.
2. Integrate web, mobile, and public-facing digital services through a service-oriented architecture and API-driven interoperability.
3. Connect with government systems through the Data Exchange Platform (DXP) to support real-time verification of applicants.
4. Provide offline functionality to enable service delivery in remote and low-connectivity maritime environments.
5. Incorporate strong cybersecurity, audit, fraud prevention, and payment control mechanisms.
6. Support end-to-end program operations, including applications, assessments, enrolment, beneficiary management, payments, recertification, case management, reporting, and feedback management.
7. Use configurable workflows, forms, questionnaires, and business rules to minimise hard coding and improve long-term sustainability, and enable better oversight of resources and services through robust digital systems.

Over the past year, the IBMS has been designed and developed in line with detailed System Requirements Specifications. The system has since been subject to intensive User Acceptance Testing (UAT) and field testing as part of a rigorous quality assurance process. This will be followed by deployment, security hardening and the delivery of operational and technical training to support effective system adoption and long-term sustainability.

P4SP and MWCSP are preparing for the handover and operationalisation of the IBMS, with a strong focus on ensuring the system is fully functional, adopted and sustainably managed post-transition. To support this, P4SP seeks to recruit a proactive and solutions-oriented Digital Transformation Implementation Adviser who will work closely with MWCSP and system developers, to ensure the system is effectively implemented, functional and widely adopted while troubleshooting issues as they arise and acting as a key liaison with system developers to maintain system performance and availability. The role will play a critical part in managing implementation challenges, strengthening change management processes and supporting the full operationalisation of the system. In addition, the Digital Transformation Implementation Adviser will contribute to building the capability of MWCSP staff over time, ensuring they are equipped with the skills and confidence to independently manage and maintain the IBMS.

Objectives of Role

The Digital Transformation Implementation Adviser will support the operationalisation of the IBMS following handover from the vendor to MWCSP. This will include transitioning the system into live operations, rollout and sustainable use across MWCSP.

Working closely with MWCSP, the Digital Transformation Implementation Adviser will drive change management, supporting the transition from current paper-based and manual processes to digital workflows, and develop and implement practical change management approaches.

The Digital Transformation Implementation Adviser will guide implementation planning, operational readiness, change management and user adoption. They will develop a strong functional understanding of the system, its requirements and capabilities, together with the MWCSP programmes, services and business processes it is intended to support.

The Adviser will act as a central coordination point between MWCSP, ITCS and the system vendor. They will ensure implementation and operational issues are clearly understood, directed to the responsible party, followed through and escalated where necessary. This will include proactively identifying risks and operational challenges and communicating clear mitigation strategies.

The role will promote a user-centred approach by proactively gathering feedback, identifying system or process improvements and supporting enhancements to the IBMS functionality and Standard Operating Procedures (SOPs) that support its effective operationalisation.

The Digital Transformation Implementation Adviser will also strengthen the capabilities of the MWCSP team through hands-on support, mentoring and structured learning, enabling staff to independently manage and sustain the IBMS over time. This will include building the capacity of the MWCSP MIS team to provide first-line (Level 1) technical support, assisting them in troubleshooting and resolving any issues in a timely manner.

The Adviser will also work with MWCSP to plan and advocate for sustainably embedded resourcing, including supporting the recruitment, onboarding and development of government IT staff.

Roles and Responsibilities

Implementation, rollout and system adoption

- Facilitate DSW's transition from manual paper-based processes to standardised digital business processes and workflows.
- Support MWCSP senior management to drive a comprehensive change management approach.
- Support the IBMS rollout and lead its implementation to ensure effective, standardised and sustainable system adoption across all DSW offices and user groups.
- Identify risks and barriers to system adoption and propose practical mitigation and engagement strategies.
- Monitor uptake and effective use of the system and use this evidence to advise MWCSP senior management on rollout and change management activities.

System management and continuous improvement

- Proactively gather user feedback on system functionality and usability.
- Identify opportunities to improve system performance and workflows including through gaps between system requirements, functionality and operational practice.
- Support MWCSP to assess and prioritise proposed changes based on operational value, urgency, feasibility and available resources.
- Monitor that system components are upgraded, tested, optimised, and deployed in accordance with agreed quality standards and operational requirements, including updated documentation through related SOPs.
- Where practicable, strengthen system effectiveness through integration and data-sharing with relevant government systems.

Operational coordination and issue management

- Establish and maintain a structured issue logging, tracking, and resolution process.
- Analyse recurring system issues and recommend corrective and preventative actions through changes to functionality, processes, training or user guidance.
- Escalate complex Level 2 and Level 3 issues as per the Service Level Agreement to the vendor and coordinate resolution processes.
- Support issue escalation, testing and validation of system fixes and deployment of software updates.

Sustainable ownership and capability

- Work with MWCSP to define the roles and capabilities required for sustainable government ownership, administration, user support and technical coordination of the IBMS.
- Provide hands-on mentoring and on-the-job support to MWCSP MIS staff.
- Develop IBMS user guidance materials and practical training approaches.
- Monitor capability development and identify areas requiring further support.
- Mentor and coach the MWCSP team in diagnosing, troubleshooting, and resolving system issues to strengthen long-term technical capability.
- Enable the MWCSP team to independently operate and maintain the IBMS over time, including building the capacity of staff to execute first-line (Level 1) support for the IBMS.
- Provide mentoring and technical backstop to MWCSP as they establish, implement, and maintain system backup, business continuity, and disaster recovery procedures.

Governance, coordination and reporting

- Maintain an IBMS implementation plan and consolidated view of risks, issues and dependencies as they arise.
- Track IBMS progress against implementation and operational milestones agreed with DSW.
- Produce regular reports on operational readiness, adoption, system performance, operational issues, risks and sustainability.
- Act as an interface between MWCSP and system developers as required.
- Support Technical Working Group (TWG) meetings and decision-making processes through technical reporting to the TWG, in close liaison with the National Coordinator- Social Protection Reforms and Director Social Welfare.
- Contribute to planning and budgeting for sustainable resourcing within MWCSP.

Cross-Cutting

- Build and maintain trusted relationships with MWCSP leadership and operational staff and with stakeholders from other Ministries.
- Operate effectively within a government and cross-cultural working environment.
- Demonstrate adaptability, initiative and a solutions-oriented approach.
- Proactively identify emerging risks and communicate mitigation strategies

Deliverables

The Adviser is expected to deliver the following outputs:

- Operational Readiness Assessment
- Change Management Strategy
- Training and Capacity Building Plan

- Sustainability and Handover Plan

Other deliverables may be agreed upon commencement of the role.

Reporting Lines and Performance Management

The role will have dual reporting lines to MWCSP and P4SP as follows:

- **Administrative Reporting -** to the Permanent Secretary, MWCSP
- **Daily Operational Reporting -** to the National Coordinator, Social Protection Reforms
- **Program reporting -** to the P4SP Program Manager

Selection Criteria

Essential Experience and Knowledge

- Bachelor's degree or equivalent professional experience in business administration/project management, computer science, engineering, information technology, or a related field.
- Minimum seven years of progressively responsible experience supporting the design, implementation, rollout, adoption or management of digital systems, preferably for governments or the public sector.
- Demonstrated leadership and people management skills, including the ability to plan, coordinate and supervise multidisciplinary teams, manage consultants and vendors, prioritise competing workstreams, and deliver results within agreed timelines and budgets.
- Demonstrated project and operational management capability, including workplanning, resource allocation, performance monitoring, quality assurance, reporting, and continuous improvement to ensure successful system implementation and long-term sustainability.
- Demonstrated experience in stakeholder and relationship management within complex institutional environments, including building trusted partnerships, facilitating change processes, managing competing interests, and securing stakeholder buy-in for digital transformation initiatives.
- Experience supporting organisations to establish sustainable ownership, administration, support and resourcing arrangements for digital systems.
- Experience identifying barriers to adoption and developing practical responses for users with differing needs and levels of digital capability.
- Sound knowledge of data processing, hardware platforms, and software applications.
- Strong understanding of systems security, data protection and data management.
- Excellent problem-solving and analytical skills, with the ability to resolve complex technical and operational challenges.
- Excellent communication, interpersonal and stakeholder management skills, including the ability to act as an effective liaison between technical and non-technical stakeholders.
- Ability to proactively identify risks and emerging issues, and clearly communicate practical mitigation strategies.
- Demonstrated ability to work effectively in diverse cultural and institutional contexts, with sensitivity to new working environments and ways of working.

Desirable

- Master's degree in related field (as above)
- Formal qualifications or professional development in change management, business analysis, product management or project management.
- Knowledge of government systems and protocols.
- Familiarity with the cultural sensitivities, socio-economic contexts, and development priorities of Fiji and the broader Pacific is highly desirable.
- Experience with social protection or other government service delivery systems is an added advantage.
- Applicants from Pacific Island Countries, and/or with significant, demonstrable work experience in the Pacific region, are strongly encouraged to apply.

Special Conditions

- The successful candidate is required to gain a National and/or International Police Clearance, and undertake all due diligence required prior to being employed and as determined by DT Global. The police clearance and due diligence is required to be renewed periodically and as advised by DT Global.
- The successful applicant will be required to obtain a medical clearance as a condition of this employment, which is required to be renewed periodically, and as determined by DT Global.
- The successful candidate will be required to undertake mandatory trainings as advised by DT Global.
- Some out of hours and weekend work may occasionally be required.

Other Information

Amendments to the position's terms of reference may be made during the period of the engagement as required.

DT Global is deeply committed to safeguarding, which refers to how we keep people and the environment safe from harm. This includes children and vulnerable groups that we interact with as beneficiaries; partners who we collaborate with to deliver our programs; government stakeholders who we support; and importantly, our own personnel.

We take a zero-tolerance approach to sexual exploitation, abuse and harm of adults and children; fraud, corruption and bribery; modern slavery; and any form of exploitation across our operations, partnerships, and supply chains. We uphold the highest standards of integrity and expect the same of those we work with.

DT Global is committed to providing equal employment opportunities and a work environment that values diversity and inclusion. Aboriginal and Torres Strait Islander people, female applicants, and people with a disability who meet the requirements of this position are strongly encouraged to apply. If you have any support or access requirements, we encourage you to advise us at the time of application.

Engagement with DT Global is subject to formal background screening, criminal record checks, employment verification, and periodic compliance checks. All DT Global staff receive safety, compliance, safeguarding and integrity training, and we expect our personnel and partners to always act in alignment with our company values.