About NetHope

NetHope enables humanitarian organizations to better serve individuals and communities in the developing world through smarter use of technology. Working at the intersection of the international NGO sector, private business and technology innovation, NetHope is a Membership organization currently serving over 65 leading humanitarian, development, and conservation organizations around the world. NetHope empowers our Member organizations to collaborate, innovate, and leverage the full potential of information and communications technology to support their work in 190 countries. NetHope and our Members partner with over 50 of the world's leading technology firms to create innovative solutions to existing and emerging challenges, and to reimagine how technology can improve our world.

The Opportunity

Director of Digital Programming

This is an exciting time at NetHope as the organization develops programs and services in collaboration with its Members and partners. Working with the team of staff and expert consultants, the Director, Digital Solutions will guide NetHope's programmatic efforts in both development and humanitarian contexts with a focus on optimizing digital solutions and equipping NetHope Members with the proper knowledge and tools to more effectively and efficiently deliver services to communities globally, in a crisis situation and beyond.

NetHope is seeking an experienced, organized, and enthusiastic professional to strategically build sustainable digital program offerings that can be utilized in development, conservation, and humanitarian aid contexts. With a foundation in connectivity, NetHope aspires to guide organizations through collaborative and direct programming in a manner that allocates evolving technology to specific, complex needs.

This evolution of digital and how and where our Members work has already given rise to our newly published and organization-wide NetHope 2024-2030 Strategic Plan, and now it is the time for our connectivity and direct programming to evolve too. To do this we have engaged a strategic consultancy team to help us assess the state of digital in the sector and provide some options of where we can play a catalytic role. We aim for the Director, Digital Solutions, to play a key and active part in a.) informing and operationalizing the 3-year strategy for this program b.) hiring a dynamic team to bring the vision to life and c.) ensuring Member and partner engagement in a wide spectrum of areas (inclusive of funding) to deliver the best impact for NetHope, our Members, and the people and planet our Member's serve with their missions.

In this position, NetHope needs an individual that has the ability to manage and multi-task on both short- and long-term goals, is a relationship builder and strong collaborator, and is willing to take calculated risks and experiment. In this role you will contribute to ensuring NetHope is best placed to support a rapidly evolving nonprofit ecosystem that is itself poised to take on the cutting edge of digital solutions, and contribute to NetHope continuing to lead the nonprofit sector through leveraged and timely insights.

Reporting to the Senior Director, Field & Impact Programs, it is expected that the Director, Digital Solutions would have experience managing dynamic virtual teams, implementing tech programs in both development and humanitarian contexts, is comfortable at the tactical and strategic level, and will take the initiative to develop robust systems to enhance NetHope programs and services.

Specific responsibilities include:

- Developing and maintaining systems and processes that support NetHope's engagement in development and humanitarian interventions that focus on digital solutions.
- Hiring and support a team of passionate, proven international experts with experience of ICT4D services, connectivity, and digital applications – preferably in complex contexts like humanitarian responses and development program. (These positions and role expectations will be identified during the current digital strategy consultancy, and informed by your expertise).
- Identifying, Developing, Maintaining, and Enhancing strategic relationships with both Members, technology partners, and funders to both understand needs and seek solutions inclusive of funding and implementation.
- Develop ideas and support fundraising initiatives within NetHope's programmatic strategy that would either advance direct or indirect program implementation in both development and humanitarian environments.
- Effectively collaborate internally not only within the program team, yet across departments and functions to ensure visibility to all programmatic initiatives.
- Build a roster system that provides functional support and capacity across tech and operational roles that can be drawn from for program implementation (for example in a crisis response or development program) or training support.
- Identify specific training needs that NetHope is best placed to produce either online or in-person training events.
- When necessary, be available for emergency response deployments and other international travel requirements.

Qualifications:

Personal Characteristics

- A passion for NetHope's mission and for working collaboratively and nimbly in a virtual, fast-paced, networked organization
- A flexible, facilitative leader, comfortable and experienced with creating working relationships in a multi-stakeholder environment
- Cultural sensitivity across all aspects of work
- Values and encourages diversity of thought, backgrounds, and perspectives

- Solid judgement including handling of sensitive information
- Integrity/ethics beyond reproach
- Excellent at working in a networked & virtual team environment
- Ability to multi-task while maintaining vigilant attention to detail in a fast-paced working environment

Knowledge and Skills
- Exceptional leadership and management skills with a proven focus on technological integrations into development and humanitarian sectors.
- Demonstrated success in developing strategic programs from inception to healthy, proven impact.
- Demonstrated knowledge of implementing digitally-enabled systems and/or utilizing specialized digital equipment for programming in humanitarian, conservation or development environments preferred.
- Experience developing and maintaining relationships and representing organizations in various venues.
- Multilingual verbal and written communication skills a plus

Education and Experience
- Experience using a wide range of operational and programmatic technology platforms within development and humanitarian contexts
- Minimum 10 years' experience in international/humanitarian management, ICT4D, strategic operational roll out of new programs
- Bachelor's degree from an accredited institution preferred or equivalent work experience
- [NetHope Member](#) experience highly valued, other NGO experience a plus

Reporting and Working Conditions:
- This position is a full-time position that reports to and the Senior Director, Field & Impact Programs and works closely with the program team, MEAL Specialist, NetHope Member organization staff, and partners.
- NetHope is a virtual organization, so our team, our Members, and our partners are located around the world. Due to the global nature of the organization, meetings may thus be required at any time of the day to meet with our stakeholders in varying time zones. To meet these needs, NetHope embraces flexible schedules for team members, and we work with each other to be located globally, but still maintain a reasonable work time balance.
- As a global organization, we welcome qualified applicants with diverse backgrounds from various locations, and who may have non-traditional work patterns.
- NetHope is a networked team-oriented environment with staff working across functional areas to produce high-quality programs, services, and connections with our Members. We value open communication, high collaboration across teams and their domains of expertise, and we believe that a staff working as a team produces the best outcomes.
- This position is 100% remote and virtual. International or domestic travel may be required for 30 – 40% including to humanitarian responses.

- This position is funded through a 3-year grant and will continue should funding be available.

How to Apply

Should this opportunity interest you, please submit a cover letter and resume in confidence [here](). Please include the job title in the subject line of your email submission. Applications will be accepted until February 2, 2024 though NetHope reserves the right to review and interview prior to the closing date.

NetHope is an Equal Opportunity Employer.