



SCOPE OF WORK

TITLE: Business Analyst (Part-Time Consultant)

LOCATION: Remote

PERIOD OF ASSIGNMENT: October 1, 2022 – June 30, 2023

ESTIMATED LEVEL OF EFFORT: 10 days per month or 90 days for the period of assignment

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 60 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.

PROJECT DESCRIPTION

Since February of 2022, the needs of people of Ukraine have dramatically increased. As a major escalation of the Russo-Ukrainian conflict that began in 2014, a Russian military action in Ukraine has escalated from a special operation to a prolonged military incursion. The invasion has caused Europe's largest refugee crisis since World War II, with more than 7.7 million Ukrainians fleeing the country and a third of the population internally displaced¹.

The crisis prompted a broad response from NetHope Members who were already working in the region and the rapid establishment of new programs from other NetHope Members. The unique digital pattern of this crisis also created new technology demands from responders. NetHope's own [assessment](#), complemented with regular convening and from-the-front information sharing of our Members, have identified new use cases for technology. From reliable connectivity and power to trustworthy information, there are significant needs to ensure the safety and health of those fleeing the conflict as they journey across Europe, especially for women and children. The waves and rapid dispersal of refugees have also brought about the need for rapid and safe volunteer management, as global and regional nonprofits and local community groups have faced surges in demand prompting them to instantly supply capacity.

¹ <https://www.reuters.com/world/europe/more-than-7-million-border-crossings-registered-ukraine-un-agency-2022-06-08/>

Given that effective disaster response for complex crisis requires large scale deployment of staff and volunteer resources across an organization and requires intensive cooperation and co-working with multiple local actors, the modern nonprofit disaster response program needs interoperability standards and a portfolio of technology solutions with evidence of impact. Disaster situations are not advantageous to trying unproven technologies, as the risks of trying truly novel ideas can be seen as too high when people's lives are at stake.

Thus, NetHope is leading the research that will lead towards a toolkit of technology solutions for disaster response. The objective of this initiative is to ensure the safety and health of women and children fleeing the conflict as they journey across Europe by providing responding nonprofits with proven references of technology implementations based on technology platforms predominantly used by the nonprofit sector. NetHope will publish references on the practical deployment and adoption of key humanitarian technologies, assessed in the context of disaster preparedness and response. NetHope Members and other nonprofits can use these reference publications in support of advancing their own adoption efforts with less effort and risk than starting alone from a blank page. Key humanitarian technologies to be assessed during this assignment include: 1) program impact reporting; 2) volunteer management system; 3) asset management system; 4) the Nonprofit [Common Data Model](#); and 5) safe lodging solution.

NetHope is seeking a Business Analyst consultant who will lead research and analysis on the practice and impact of key technologies and standards that have been used by the NetHope network through meetings, interviews, focus group discussions, data collection, analysis, and review of existing information in various formats. The consultant will: surface learnings and recommendations on the implementation of key humanitarian technologies (as mentioned in the previous paragraph) and their applicability in the context of the Ukraine crisis; examine barriers to adoption of the Nonprofit Common Data Model; and document requirements, learnings, gaps, and recommendations gleaned from the development of a safe lodging solution. The consultant will deliver a written report that discusses the findings and recommendations for each key humanitarian technology specified. The outline, content, and format/design of the report will be agreed upon with the NetHope point of contact.

PRIMARY DUTIES AND RESPONSIBILITIES

- Work with stakeholders across the community to research, analyze, report and present collective findings, patterns, and insights.
- Document current and future use cases of the key humanitarian technologies across the value chain.
- Identify and explore opportunities for service and operational improvements.
- Keep and manage up-to-date information on the project.
- Perform qualitative / quantitative research to create the data framework to organize data and keep and manage up-to-date information.
- Understand the needs of NetHope Members, technology partners and supporters to target research to their overlapping interest to generate meaningful impact.
- Interpret opportunities to capitalize on program recommendations.
- Lead and collaborate with stakeholders in the NetHope ecosystem.

- Publish reports and blogs related to research.
- Present findings to NetHope Members, donors, and other project stakeholders.
- Contribute to the NetHope annual Summit and associated conferences or meetings, as directed.

SKILLS AND ABILITIES

- Excellent adaptive collaboration and entrepreneurial spirit.
- Excellent verbal and written communication skills.
- Excellent organizational skills, attention to detail, and workshop facilitation skills.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Understanding of research design and implementation.
- Ability to prioritize tasks and to delegate them when appropriate.
- Proficient with modern workplace tools, data visualization and analysis applications.
- Have a keen interest in advancing digital transformation for a network of nonprofits.
- Have a strong core technical business analysis skillset – process mapping, requirements elicitation and workshop facilitation experience.
- Are happy building and maintaining relationships with multiple stakeholders.
- Excel at organizing their workload and enjoy driving work forward independently.
- Think strategically and can change tactics while still meeting larger objectives.
- Storytelling with data – ability to build a coherent and insightful narrative around data and to help convey the meaning of information in powerful and compelling ways.
- Experience of using a range of analysis techniques – collection, organization and interpretation of data sets using data analysis tools (i.e. Microsoft Excel, Power BI, other visualization and statistical programming tools.).
- Communication skills applied to workshop facilitation.
- Documentation of business requirements in a standardized way.
- Good experience working collaboratively to activate and achieve projects.
- Ability to simplify complex problems into component parts and evaluate systematic patterns.
- Familiarity with the Common Data Model for non-profits and how organizations can leverage it for implementations on the application layer.

EDUCATION AND EXPERIENCE

- Tertiary education or demonstrated equivalent experiential knowledge required.
- At least two years related practice required which could be analyzing digital transformation or analyzing nonprofit trends, or both.

TIMELINE

The project is supported through donor funding that will expire on June 30, 2023. The Business Analyst is expected to complete research, analysis, writing, and presentation of findings by May 31, 2023 in order to finalize and close-out the project by end of June.

TRAVEL

Travel is not authorized. All work is expected to be performed virtually in the consultant's place of residence. Due to the global nature of this project, meetings may be required outside of typical office hours (i.e. 9am to 5pm) to meet with NetHope's stakeholders in varying time zones. In addition, NetHope uses a variety of technology to facilitate collaboration. The Business Analyst will be provided access and training on Salesforce, Asana, Slack, Miro, Zoom, and Microsoft Office.

APPLICATION

Please submit an expression of interest/cover letter, resume, and writing sample [through this application link](#). Applications will be accepted until September 21, 2022.