



Insights and Innovation Manager, Data Driven Districts – Johannesburg, South Africa

About the Data Driven Districts (DDD) Program

The [DDD Program](#) uses technology to support improved learner outcomes through the increased quality, availability, analysis and use of education data. DDD aims to provide complete education data in a seamless and accessible way to empower district officials, curriculum providers and educators to enable them to make real-time data-driven decisions and drive informed school interventions towards positive outcomes for learners. The DDD program was piloted by Department of Basic Education (DBE) in 2012 in partnership with Michael & Susan Dell Foundation, and is implemented by New Leaders Foundation and technology development partners.

The DDD program has scaled since inception and processes learner and educator data for 90% of all schools in South Africa. This data is visualized on the DDD Dashboard, a highly intuitive online tool that provides learner performance data, key education metrics, and corresponding reports at multiple levels from school, circuit, district, province, to national. Our work involves developing and improving on technology to validate, aggregate, analyse and visualize learner and educator data, and engaging closely with government stakeholders and users of the toolset to facilitate their use of data in their education work.

Current opportunity – Insights and Innovation Manager

Having achieved scale and maturity with high penetration in the South African education sector, the DDD program is at an exciting juncture and poised to achieve greater impact by increasing the depth of usage of the DDD toolset by education officials. To contribute to this next leap in impact, the DDD program is seeking to fill a new position for an Insights and Innovation Manager to drive conceptualize, prototype and launch user-centric innovations to align the DDD toolset and program closer to user needs. We require a strategic thinker who is able to translate deep user insight towards innovations that enable users to extract data insights from DDD's toolsets and to take action. This role reports into the DDD Managing Director.

Responsibilities

Drive DDD user research, innovation and solutioning strategy in support of program, analytics and product initiatives:

- Defining innovation priorities, in engagement with the Managing Director, and other functions leads including Product Development Manager and Program Delivery Manager
- Contributing to DDD program, analytics and product strategies by driving user research to ensure well-qualified opportunities are pursued across initiatives
- Maximizing return on investment on new DDD solutions
- Acting as the voice of the user across touchpoints with other DDD functions
- Prioritizing use of limited resources to develop most impactful projects



- Defining and refining decision-making frameworks to apply across the innovation process

Innovation process coordination and pipeline management:

- Leading and conducting research on user needs, behaviours, barriers to usage and opportunities
- Analysing and prioritising user needs to address, in line with potential for impact and other criteria
- Designing and facilitating engaging workshops with internal cross-functional teams, users, and other stakeholders
- Driving ideation with cross-functional teams, to identify new solutions, provide recommendations for users to take action with the DDD data, and provide thought leadership
- Ensuring design thinking and agile principles are being followed in the process
- Leading prototyping and piloting to test potential innovations
- Conducting market tests and user acceptance testing on potential solutions
- Working in collaboration with function leads to roll out new innovations to all affected users
- Synthesizing information and data into narratives told through presentations, reports, infographics, videos, and more
- Measuring impact of innovations rolled out and refining strategies and approaches

Team and expert contributor leadership:

- Managing team and resources with diverse roles including data analysts, business analysts and education experts
- Coordinating between Program Delivery and Product management for alignment on new features and processes implemented
- Coordinating engagements with external experts contributing to DDD innovations
- Monitoring performance and problem solving to ensure function goals are being met
- Mentoring Insights and Innovation team members to foster growth and professional development

Education / experience required

- A mission-aligned individual with a minimum of 5 years' experience driving innovation based on user insights in technology consumer markets, with exposure to latest tools and offerings in data-driven innovation, and at least 10 years of experience overall
- Experience in customer or user research and innovation process management, from varied disciplines welcome (e.g., customer insights, new business model architecture, new business/product research, management consulting, etc.)
- Prior knowledge of the education sector in South Africa is desirable. A burning curiosity to learn about all aspects of education delivery is essential
- Experience in analytics, understanding of Platform as a Service offerings, related BI services, and their applications, strongly desired



Qualities of a successful candidate

- Design thinking expert able to apply understanding of human behaviour to innovation approach
- Entrepreneurial problem-solver and unbiased critical thinker
- Strategic thinker able to plan holistically and evaluate innovations in an integrated manner
- Visionary able to apply analysis and creativity to develop future solutions that seek to transform the market and fulfil future user needs
- Collaborative integrator able to work with other DDD functions and manage for multiple perspectives, constraints, and limited resources
- A fundamental belief in the power of education to lift people out of the cycle of poverty and the ability of data-driven insight to improve outcomes
- Ideally based in Johannesburg and ability to travel nationally approximately 10 percent time

Applications

To apply please email CV to gia@homecomingrevolution.com