

Infomet – Advertisement for Vacancy

Position Number	CC0005
Job Title	JAD Facilitator
Position	JAD Facilitator
Job Level	Junior
Centre	Consulting Centre
Physical location	Head Office in Sandton
Date of Appointment	Immediate
Type of Appointment	Permanent / Contractor
Job Description	<p>In order to define who the JAD Facilitator should be, we have to discuss certain aspects regarding the JAD Facilitator as a person. They are:</p> <ul style="list-style-type: none"> - the JAD leader job description in terms of: <ul style="list-style-type: none"> - purpose, - functions, and - responsibilities, - the skills required by a JAD leader, - the personality profile, and - the various JAD leadership roles.
Purpose of the Job	<p>The primary purpose of the JAD leader's job is to efficiently complete the models required to effectively describe the user's required business environment.</p> <p>The JAD leader's job includes the role of JAD facilitator. During a JAD work session, a large part of the JAD leader's role is to facilitate the JAD process. The JAD leader's role does not end with the JAD work session, but encompasses other aspects, eg. model consolidation, interaction with the project manager, etc., as discussed in the section on the JAD programme. This means that a JAD facilitator is not necessarily a JAD leader, but that a JAD leader must be a JAD facilitator as well. The various facilitation skills are discussed in more detail in a later section.</p>

Roles & Responsibilities

Role

The primary role of JAD Facilitator is to be performed personally by the JAD Facilitator and should never be delegated. These functions are:

- The JAD Facilitator must ensure that the team is effective in interpreting the business requirements and to clearly model these requirements using the Infomet techniques.
- The models created must conform to the global architecture, and the IS Architect must be advised when there are differences.
- Lead the JAD work sessions and ensure that the requirements are driven out during the work session.
- Encourage, maintain the enthusiasm of the team, and motivate all the team members.
- Ensure that the conceptual view of the business is represented, and delay discussions on the physical implementation of that conceptual view until the design phase.
- Ensure that assertions are documented by the scribe, and changed when needed.
- Ensure that all parties understand the meaning of the models.
- Manage conflict and control the group dynamics experienced during the JAD work session.

Role as Leader

It is important to consider the implications and meaning of the word "leader" in the context of JAD. What type of leader are we talking about, and what is the role of this type of leader, versus, for instance, the leadership role of the project manager.

In Infomet, there is a dual leadership role between the JAD leader and the project leader. The one is in control of the architecture, the other in control of the project (tasks, resources, and the work flow).

JAD work sessions are for Joint Application Development, and JPM work sessions are for Joint Project Management. Both deal with common issues and operate from the models generated by the JAD work sessions, but the nature, scope and methods employed for JPM are entirely different from JAD.

The various leadership roles for JAD, are as follows:

JAD Work Session Leader:

The JAD Leader must act as the discussion facilitator during JAD work sessions. These work sessions are primarily for the creation of IS Models, which contain the specification for the required system. Being work session leader implies being a sort of chairman of a meeting. This further implies the ability to coordinate and to regulate the actions of the IS Participants during such a work session to a sensible result (solution).

- Requirements gathering.
- Facilitation.
- Communication.
- Negotiation.

Technical Leader:

Being Technical Leader implies the following skills and responsibilities:

- Responsibility of the IS Architecture.
- Responsibility of the IS Methodology.
- Responsibility of the integrated IS functioning.

Communicator:

The JAD Leader is not responsible for resolving conflicts in business, but acts as a communication facilitator between all IS Participants, namely:

- Users
- Management
- Technicians

However, he is **not** a mediator.

Negotiator:

	<p>The JAD Leader is a figure neutral to the politics of the organisation. He has no vested interest, apart from establishing the best IS to serve the needs of the IS Participants. Because of his role, position and skill level, he is in a perfect position to act as negotiator between the various parties. He does this by objectively looking at the stated requirement or need in a methodological manner from the perspective of the system. He is therefore able to systematically depict, and thus prove, the best requirements from the systems point of view. In the final instance, how he communicates this solution, is what will determine its acceptance. Credibility, sensitivity and competence are required to ensure acceptance of a particular solution.</p> <ul style="list-style-type: none"> - IS Participants - Technical Experts <p>Responsibilities</p> <p>The JAD leader has a number of responsibilities to fulfil in the application of the job:</p> <ul style="list-style-type: none"> - Lead the JAD work session. - Steer the discussion. - Conform, where possible, to the global architecture, and notify the IS Architect when differences occur. - Prepare for each work session and inform team members of any preparation they have to do. - Identify assertions and ensure that they are documented. - Identify potential problems, areas for research, and any outstanding issues. - Ensure that the conceptual view of the business is represented in the models. - Delay technical discussions until the project has reached the appropriate stage, e.g. physical design. - Ensure that the models created in the JAD work sessions are complete, correct and stable. - Ensure that all participants understand the meaning of the models, and that consensus is reached on every issue. - Manage and control group dynamics experienced in the JAD work sessions. - Ensure maximum participation from all participants. - Recap and summarise when necessary during the JAD work sessions. - Clarify any problems within the jurisdiction of the JAD leader, e.g. issues about notations, not the type of problems discussed in the section, DEADLOCKS. - Ensure that all participants are aware of the objectives and structure of each work session. - Adhere to the project deadlines.
<p>Competencies</p>	<ul style="list-style-type: none"> • Leadership • Results Focussed • Information Handling • Quality Orientated • Problem Solving and Analysis • Sound Communication Skills • Conceptual, Dynamic and Lateral Thinking • Networking and Negotiation Skills

Knowledge and Skills

The JAD leader must possess and/or acquire skills in the following areas :

- technical or information engineering,
- interpersonal or leadership, and
- project management.

The skills required in each area are:

Technical skills

- A thorough understanding of the Infomet Method Set.
- Skilled in the usage of the work methods and techniques.
- The ability to translate the user's business requirements into the relevant models.
- The ability to identify alternative solutions to the business problems.
- The ability to achieve the objectives of the modeling process by ensuring that the models are complete, concise and accurate.
- The ability to switch between the creative and precise modes of thought.
- The necessary judgment to know when to restore or change focus from one system dimension to the next, and when to switch from models to questions.

Interpersonal skills

The JAD leader's interpersonal or leadership skills can be arranged in 4 classifications:

Communication:

- Clarity of expression.
- Listening skills, e.g. concentration, acknowledgement, response.
- The transfer of knowledge to all participants, internal and external to the project.
- Interviewing skills in the determination of the user's business requirements.

Group dynamics:

- Skills in negotiating solutions with the participants.
- Conflict management during the JAD work sessions.
- The ability to assess the different personality types.
- The ability to draw people into conversation.
- The ability to motivate people.
- The ability to perceive shifts in emotions of the participants, in terms of loss of interest and antagonism.
- An orientation towards customer service, in terms of respecting the user and realising that the person is there to be of service.

Directive and organising skills:

- The ability to conduct meetings.
- To play the role of chairperson.
- Structuring the meeting and the conversation.
- Set up and keep to the agenda.

Administrative skills:

- Ensuring that every pertinent fact as specified by the users, is *minuted*.
- Ensuring that the JAD related documentation is prepared and distributed.

Project management skills

The JAD leader's required project management skills depend on the level at which he/she functions. The tasks are derived from the natural Infomet functions for developing a system, which is:

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| ■ Project Manager/Leader | : | Project Management |
| ■ Information System Architect | : | Business Engineering,
Software Engineering and
Platform Establishment |
| ■ Systems Specifier | : | Software Engineering |
| ■ Business Engineer | : | Software Engineering
and Business Engineering |

	methods.
Experience	<ul style="list-style-type: none"> • Retail Industry Experience • Previous Scribing experience required • Previous Business Analysis and Process Analysis or Business Consulting experience • Minimum 2 to 4 Years job related work experience
Industry Experience	Financial Services and/or Banking, Investments, Insurance, etc. Retail Sector – Supply Chain Management, Logistics, Warehousing, Distribution, Retail, Procurement, Cost Modeling, Financial Modeling, etc. Manufacturing
Location	Head Office based in Sandton Will work offsite at Client Sites most of the time. Travelling in SA and Abroad for long term and short term projects from time to time – passport a must
Education	Degree or 3 year diploma or equivalent
General	Infomet Methodology – Training will be provided Must be able to work long hours under a tremendous amount of pressure.
References	References from the last 3 projects are compulsory and will definitely be verified
More Information	Refer to the detailed adverts at www.infomet.com
Enquiries & Applications Email Address	Please forward all CV's and/or enquiries to consulting@infomet.com
Applications: Closing Date	Not specified
Publishing date	Immediately