

<b>Directorate:</b>	Programmes
<b>Reporting to:</b>	Head of Programme Operations
<b>Contract type:</b>	Full-time / Permanent

**Working at Mary's Meals International:**

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible, and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

**Role purpose:**

As the Quality Assurance Lead at Mary's Meals International, you will play a pivotal role in overseeing Programme Quality Assurance. You will provide guidance, support, and direction to the Quality Assurance Manager (QAM), as well as collaborate closely with other stakeholders to drive continuous improvement and adherence to quality standards as per Mary's Meals School Feeding Delivery Model. You will be required to travel from time to time to either accompany the QAM during the in-country QA assessment or to support process improvements while in the country programmes. Your role involves collaborative problem-solving with Programme Affiliates (PAs) and Programme Partners (PPs) to improve program delivery and ensure adherence to quality standards in both branches of Programme Operations: Delivery and Logistics. Driving quality, stewardship and simplicity across our programmes is central to this role.

**Key responsibilities & activities:**

Support School Feeding Delivery Model (SFDM) improvements:

- Foster a culture of continuous improvement and learning within the quality assurance team, encouraging innovation and creativity in problem-solving.
- Lead on the development and implementation of quality assurance strategies that align with the organisation's objectives.
- Identify issues to improve school monitoring compliance and recommend tools and process improvements.
- Conduct Data analytics on quality assurance findings for operational and learning purposes.
- Support compliance with Mary's Meals Programme Ops policies and procedures.

Oversee QA Manager functions:

- Provide leadership and direction to the Quality Assurance Manager (QAM), overseeing their activities and ensuring alignment with Prog Ops goals and objectives.
- Review and approve quality assurance plans, assessment methodologies, and reports developed by the QAM, providing feedback and guidance as necessary.

- Conduct regular meetings and check-ins with the QAM to discuss progress, challenges, and opportunities for improvement.
- Monitor key performance indicators (KPIs) related to quality assurance activities and outcomes, identifying trends and areas for intervention.
- Serve as a point of escalation for issues or challenges encountered by the QAM during quality assurance assessments, providing support and guidance as needed.
- Collaborate with the QAM to develop and deliver training programs for PAs and PPs programme staff on quality assurance best practices.
- Travel to our programmes as needed to support the implementation of the Quality Assurance roadmap.

Other:

- Represent Mary's Meals in external forums and working groups related to quality assurance.
- Maintain strong relationships with internal and external stakeholders, including Programme Affiliates (PAs), Programme Partners (PPs), and other key partners, to ensure effective collaboration and alignment on quality assurance activities.

Leading and Managing:

- Provide strategic support, leadership and direction to a high performing team.
- Oversee the delivery, monitoring and reporting of progress made against team and department strategies and plans.
- Lead, develop, coach and inspire a high-performing team, promoting a culture of engagement and empowerment including identifying and implementing opportunities for delegation and development.
- Seek all opportunities for personal growth and development to support the aims of our organisational strategy.
- Role-model Mary's Meals values and leadership behaviours.
- Ensure MAPs are in place for all direct reports.
- Ensure integration and collaboration between the different strands of the directorate.

**All MMI employee are expected to undertake the following general duties:**

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

**Essential skills & experience required for this role:**

- Proven experience in a leadership or management role, preferably within the international development sector or related field.
- Strong understanding of quality assurance principles and methodologies, with experience in program evaluation or similar activities.
- Demonstrated ability to provide leadership, guidance, and support to team members, fostering a collaborative and inclusive work environment.
- Excellent communication and interpersonal skills, with the ability to build and maintain effective relationships with diverse stakeholders.
- Strategic thinking and problem-solving skills, with the ability to analyze complex issues and develop practical solutions.
- Working knowledge of CRM applications, most notably Resco.

- Working knowledge of using CRM Salesforce data for data collection and reporting.
- Advanced knowledge of Microsoft Office, particularly Excel.
- Ability to work independently and manage multiple priorities in a fast-paced environment.
- Proactive, flexible and results-driven approach.
- Experience with change management.
- Willingness to travel occasionally to countries where Mary's Meals operates.

**Qualifications:**

- Bachelor's degree in a relevant field or equivalent experience.
- Project/ change management qualification or equivalent experience.

**Mary's Meals 7S Competencies:**

As an employee Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

<b>Self</b>	<ul style="list-style-type: none"> <li>• I build and demonstrate resilience</li> <li>• I lead by example</li> <li>• I am authentic and true to Mary's Meals values</li> <li>• I develop myself and set stretching goals</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>• I have a vocational attitude to my work</li> <li>• I inspire hope in others</li> <li>• I build belief that even difficult challenges can be solved</li> <li>• I am committed to serving and enabling all who want to be part of the global movement</li> <li>• I work to ensure our future will be even better than our past</li> </ul>
<b>Simplicity</b>	<ul style="list-style-type: none"> <li>• I communicate effectively</li> <li>• I follow clear decision-making criteria</li> <li>• I create plans that are easy to follow and contribute to organisational goals</li> <li>• I embrace inclusivity and diversity</li> <li>• I focus on delivering results</li> </ul>
<b>Stewardship</b>	<ul style="list-style-type: none"> <li>• I pay attention to the things that matter most – (a) our physical resources; (b) our people</li> <li>• I nurture, develop and respect our relationships with external stakeholders</li> <li>• I deliver on my promises</li> <li>• I am happy to be held accountable and to hold others to account</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• I have a point of view about the future</li> <li>• I know our stakeholders and see our priorities clearly</li> <li>• I help others to work in ways that have the greatest impact</li> <li>• I work to deliver my objectives</li> </ul>
<b>Strengthen</b>	<ul style="list-style-type: none"> <li>• I contribute to a positive work environment</li> <li>• I help and support those around me</li> </ul>

<b>Success</b>	<ul style="list-style-type: none"><li>• I am a catalyst for change</li><li>• I maintain my technical competence</li><li>• I contribute to the success of my team</li><li>• I am accountable</li><li>• I embrace change</li></ul>
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### Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your MAP process.