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| **TITLE:** Senior Quality Framework Manager | | |
| **TEAM/PROGRAMME:** International Programme Operations - Continuous Improvement | | **LOCATION: UK (London or Remote) or any existing Save the Children International Regional or Country office Worldwide.** |
| **GRADE**: CTR C Mid-Senior level | | **CONTRACT LENGTH:** 11 months (maternity cover) |
| **FULLTIME:** The project is open to considering flexible working options such as job share, flexi time or compressed hours. | | **FLEXIBLE WORKING OPTIONS:** Flexible working options, in line with organisation policy, will be considered should a candidate wish to work flexibly. |
| **CHILD SAFEGUARDING:**  Level 1:  A basic criminal record background (DBS) check is required/equivalent police record check. | | |
| **ROLE PURPOSE:**  A key mandate of the International Programme Operations Continuous Improvement team is to identify, design, and embed operational improvement initiatives that support Country Offices (COs) to deliver high quality programmes for children. This includes responsibility for Save the Children International’s (SCI’s) Quality Framework (QF), which contains all of SCI’s Policies, Procedures, Mandatory Tools and Supporting Guidance, which support all of SCI’s staff to deliver programmes for children with quality and compliance. Another key aspect of the QF is the CO Quality Standards and annual CO self-assessment process against these Standards, which is a vital component of SCI’s approach to managing quality and continuous improvement.  SCI’s senior leadership has agreed to prioritise the Quality Framework over the next few years, to ensure it is fit for purpose and future proofed. Up to 16,000 staff members are required to follow the mandatory documents (SCI’s Policies, Procedures and Tools) contained in the QF. It is therefore crucial that these are high quality, comprehensive and easy to use documents which support staff to deliver programmes for children with quality and compliance (both SCI’s internal requirements and the Charity Commission’s requirements for compliance). The Save the Children Association (SCA) which incorporates SCI as well as all Save the Children’s Member Offices has also committed to developing an overarching accountability framework for the whole organisation over the next year, of which the QF will play a major role.  The primary focus of this role will be to manage the Quality Framework through the coordination of focal points across all functions and areas of Save the Children’s work, to improve the content and usage of the Quality Framework, and ensure it supports all of SCI’s staff to deliver programmes with quality and compliance. This role will drive forward the simplification agenda by identifying areas of duplication and overlap in requirements, being solution orientated and propositional and supporting Functional Leads to deliver the changes. The role will improve data accessibility so as to enable data driven decision making and will also oversee the annual self-assessment process against the Quality Standards, ensuring this process supports quality management and continuous improvement in COs, and effectively informs the support provided to COs from ROs, and the Centre. They will also play a key role in supporting the Head of Quality Management to strengthen the organisational culture and build staff capacities in quality management and continuous improvement across the whole of SCI. | | |
| **SCOPE OF ROLE:**  **Reports to:** Head of Quality Management  **Staff reporting to this post:** None  **Budget Responsibilities:** None  **Role Dimensions**: This role will manage multi-stakeholder relationships in a complex networked organisation and in a number of geographies. The role will involve regular liaison with colleagues from SCI Country Offices, Regional Offices and the Centre. | | |
| **KEY AREAS OF ACCOUNTABILITY:**  **Lead thinking behind effective change and communication strategies**   * Lead, advice and/or support the design and delivery of effective change management and communication strategies. This includes the ability to convince a senior-level audience of the necessity of change; an ability to communicate complex concepts in a simple way; a strong ability to tailor communications based on who is in the room; an ability to swiftly adapt and respond to challenges; and proven competency in leading workshops, webinars, and effective decision-making meetings. * Where applicable, constructively challenge functions and leaders (where needed) to push for change. * Manage upwards communication effectively by keeping the IPCI Director / Head of QM informed of key developments and briefed on key messaging.   **Oversee the Quality Standards embedding in Save the Children’s ways of working**   * Ensure that the Quality Standards Self-Assessment (QSSA) is prioritized across all areas of SCI’s work and identify, develop and implement solutions for addressing any gaps or barriers. * Collaborate with others to provide strategic information to Senior Leadership on SCI’s performance and approach to quality management, including in Board reports, key internal forums (e.g. IPMP), Annual Health of the Organisation Report, and so on. * Ensure information being reported upwards is being used effectively for quality management – to inform decisions and continuous improvement, and ultimately results in support being provided to COs from ROs, and from the Centre to ROs where needed. * Ensure the Quality Standards are (i) reviewed and updated every three years, ii) embedded in key management processes for strategy, annual planning and reporting and (iii) streamlined with other management processes such as audits, risk management, performance indicators and so on. * Ensure that the QSSA is improved with each cycle based on feedback. * Collaborate with Data and Analytics team to enable better, data driven decision making within Save the Children International by improving accessibility of QSSA Data through use of new user friendly platforms.   **Elevate the Quality Framework (QF) and support the delivery of a sector leading QF Platform**   * Finalize, socialize and realize the QF Governance Procedure with key focal points across the organization so that quality assurance is understood and embedded in the way focal points update and manage the QF. * Working with the Content Strategist, ensure that all policy and procedure documents meet internal standards. * Coordinate with QF Function Leads to ensure that they are kept up-to-date and are actively involved and accountable in the ongoing maintenance and improvement of the QF. * Provide guidance and advice to the Content Strategist on the improvement and roll-out of the online Quality Framework platform: a new sector-leading web-based platform designed to be accessible by all SCA and SCI Staff regardless of location. * Champion and promote the platform where appropriate.   **Provide strategic leadership & thinking towards the implementation of the Simplification workstream.**   * Drive forward the simplification agenda through strategic engagement with Senior Leaders and influencing Functional Leads to deliver the required change * Map and analyze internal country office requirements so as to identify how to reduce demands. Support and guide functional Leads to examine the layers of duplication, “sludge”, and misalignment between assessments, planning and budgeting to help enable continuous improvement and focused planning. * Push forwards the integration of mandatory standalone Functional Assessments and Plans into the Quality Standards Self-Assessment (QSSA) so as to deliver a single, primary Save the Children quality management tool. * Support the maintenance of governance processes to ensure that any new planning and reporting requirements generated by SCI Centre are aligned to the Global Strategy and Quality Standards. * Together with stakeholders, support International Programmes SMT to uphold governance processes and challenge any new requirements that are not aligned or negatively impact reporting burden. * Support the mapping of other requirements for other entities across the SCA movement, to ensure these are adding value and supporting continuous improvement.   **Coordination Responsibilities**   * Lead the Cross-Functional Leads forum at the Centre and support its ongoing work to collaboratively resolve County Office pain points as required. This may include identifying root causes and running projects to resolve these. * Coordinate with key staff and committees involved in quality management processes to influence alignment between the Quality Framework and Risk Management (e.g., Audit and Risk Committee, Global Assurance), Annual Planning, among others. * Lead strategic thinking together with the Member & Organisational Development team to identify opportunities of alignment and collaboration on quality management-related issues for SCA Members. * Hold quarterly meetings for all QF Focal Points to provide an update on the latest QF developments, discuss and troubleshoot any challenges, and agree priorities and roles and responsibilities for the following three months. * Ensure the Annual Horizon Planner provides comprehensive information to inform effective planning at the CO, NO and RO levels   Carry out any other duties either in addition to or instead of those outlined above which may reasonably be required from time to time. | | |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**)  **Accountability:**   * holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.   **Ambition:**   * sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * future orientated, thinks strategically and on a global scale.   **Collaboration:**   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * approachable, good listener, easy to talk to.   **Creativity:**   * develops and encourages new and innovative solutions * willing to take disciplined risks.   **Integrity:**   * honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS**   * Degree level education preferable / equivalent work experience. | | |
| **EXPERIENCE AND SKILLS**   * + Experience designing and implementing quality management and continuous improvement initiatives in a large and complex international NGO or organisation.   + Strong Project Management experience and organisational skills, including planning, implementing and tracking multiple project activities simultaneously. * Experience with communication management and the effective design and use of different tools and platforms such as webpages, Teams Sites, SharePoint, Emails, Meetings, Presentations, Reporting and other Documents.   + Strong experience in knowledge management, and in particular document management approaches for organisations working across a large number of different countries.   + Strong experience in developing organisational policies and procedures to ensure these provide the right level of information for users whilst being simple and easy to use.   + Change Management expertise and an understanding of how change happens within complex matrix organisations   + Excellent coordination skills using a positive, flexible and collaborative approach; ability to work effectively with a broad range and large number of people across different functions with varying priorities, and ensure project outcomes are successfully achieved.   + Strong time management skills; Ability to plan ahead, anticipate requirements, problems and obstacles, juggle competing priorities successfully, and work effectively and calmly under pressure to tight deadlines. * Strong communication skills, ability to engage with and prepare and present communications for a variety of stakeholders, at all levels and across different cultures, with confidence, credibility, discretion, tact and diplomacy. * Strong interpersonal, written and oral communication skills, including the ability to listen well; fluent in English. Ability to communicate complicated messaging simply, and develop and manage productive relationships with a wide range of stakeholders. * Strong problem solving skills; Ability to adopt a pro-active approach to problem solving. * Thorough and trustworthy, takes pride in delivering high quality work and gives a high level of attention to detail * Competent in the use of Microsoft Office including Word, Excel, PowerPoint and Outlook, as well as Teams and SharePoint sites. * Commitment to the mission, vision and values of Save the Children. | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy. | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by:** Anna Walton | **Date:** January 2022 | |
| **JD agreed by:** Isabel de Blas Marin | **Date:** January 2022 | |
| **Job Description updated By:** Hafwen Kaill | **Date:** September 2023 | |
| **Evaluated:** | **Date:** | |