

Program Quality Manager, WV Timor Leste

Location: [Asia & Pacific] [Timor Leste]

Town/City: Dili

Category: Programme Effectiveness

Job Type: Fixed term, Full-time

***Please submit your CV in English.**

PURPOSE OF POSITION:

World Vision Timor Leste (WVTL) is a grant funded office and the purpose of this position is to provide overall leadership and management of the Program Quality Department. This includes:

- Leadership in acquiring resources (grants and private funds) and ensuring that grant opportunities align with WVTL strategy.
- Leadership of technical sector teams (Health, Agriculture & Livelihoods, Gender and Child Protection) whereby projects contribute to a portfolio of programming aligned with strategic objectives.
- This position will ensure that all projects and programs achieve the greatest impact on the well-being of children. This will also help WV and its partners in Timor Leste to achieve their objectives so that World Vision is seen as a partner of choice for Support Offices and Donor Agencies.
- The Program Quality Manager is a member of the WV Timor Leste Senior Management Team and plays a central role in the design and implementation of country strategy and business planning. As a member of the Senior Management Team, the position holder will work closely with National Director, Operations, and Finance to review strategic intent and grant priorities.

KEY RESPONSIBILITIES:

Strategy, Planning, and Alignment:

- Provide leadership in the development strategy and key technical sector priorities for WVTL, including input into the national annual business plan, and development of annual implementation plans for the Program Quality team.
- Oversee all programmatic aspects of WVTL's transition from Country Office to National Office and ensure it is aligned to the WVI and regional strategies. This may include filtering and managing the introduction of new partnership initiatives/tools to the TL context, using a disciplined change management process.
- Support WVTL team to ensure National, Provincial and District situation analysis data is available and updated on a regular basis.
- Ensure alignment of WVTL with WVI strategic goals and priorities. This includes leadership on the development, implementation and evaluation of technical approaches and technical programs.

Accountability and Evidence-Based Programs:

- Manage and ensure that all WVTL's interventions have a strong evidence base and that all activities are in line with WV partnership and humanitarian industry global standards (e.g. LEAP, Technical Approaches, Technical Programs, etc.).
- Continue to advocate for WVTL Program Quality and Effectiveness standards both internally and externally, and ensure that WVI standards are met.
- Lead the development of the WVTL Child Well Being Report.
- Lead the coordination and review of major program quality documents including report writing and ensure documents meet donor and international best practice quality standards.
- Maintain a good understanding of poverty and development in Timor Leste; strengthen the technical team to seek emerging successes, learning of best practices and building relationships to reinforce WV's vision, mission, and core values.
- Technically coordinate sector and Programme Quality support; produce good documentation and well-coordinated reporting system; and share lesson learned among WVTL staff and program stakeholders. Support the technical teams to analyze, summarize and produce Donor reports of good quality.
- Assure proper integration and team synergy between Programme Quality team. Learning and Evidence Team, Operations Team.
- Communicate and share data and information with WVTL management team so that data can be used to show best practice to others and support in decision making.

Resource Acquisition:

- Provide leadership in managing the grant acquisition team – including grant pipeline tracking and assessment of opportunities (go/no-go decisions).
- Gather intelligence on grant opportunities and develop relationships with counterparts in Support Offices, the Regional Office, and local stakeholders (eg. UN agencies, multi-lateral institutions, and embassies).
- Work together with the Operations and Finance Department to ensure budgets are competitively costed within donor requirements.
- Support ND with funding negotiations with Support Offices and other donors by providing all relevant technical information and serving as liaison to some of the conversation with SOs and Donors.
- Serve as the key liaison point for major donor engagement queries originating from Support Offices.
- Act as the primary liaison for WSI's relationships with Support Offices with relation to all projects. Ensure effective collaboration and regular communication with Support Offices and coordinate major donor visits to WVSI project sites.
- Support the Program Quality technical team to build relationships with technical working groups to ensure better alignment with donor priorities and funding opportunities.
- Work closely with the National Director, continue to update/revise supporter engagement strategy and practices to adapt to changing context.

Capacity Building:

- Build capacity of direct report staff, Project Managers and AP Managers through coaching, honest and timely feedback, and field monitoring.
- Promote action learning in the Program Quality team through regular quarterly meetings.
- Provide technical support to the Operations and AP teams to build capacity in proposal and report writing.
- Oversee the development of appropriate capacity building resources for the sector related national, provincial and project level staff.
- In coordination with People and Culture department, develop workforce plan to ensure the Program Quality department has the right number of staff and technical skill to meet the organizational demands.
- Ensure all direct report staff, Project Managers and AP Managers are equipped to coach their team members with honest, respectful and timely feedback.

Networking and Coordination:

- Actively network, build relationships, and strengthen reputation and positioning of World Vision with key donors present in Timor Leste as well as World Vision Support Offices through regular meetings and other engagement activities.
- Act as the primary liaison for WVTL's relationships with Support Offices and Donors with relation to all grant projects. Ensure effective collaboration and regular communication with them.
- Ensure proper coordination exists between departments within WVTL, including good coordination within the Program Quality department.
- Ensure critical information flows fluidly and timely between National, Provincial, and District levels. Share critical information from the Global Center, Regional Office, and National Office.
- Assist the technical teams to be able to contribute to review or development of Government of TL national policies.
- Develop mutually supportive relationships with other departments and staff in WVTL and actively work with them in order to facilitate effective management, administration and good teamwork culture.
- Represent WVTL on Program Quality related matters to other NGOs and branches of the Government of TL.
- Participate in relevant regional and international networks, working groups, workshops, and meetings. Contribute in those forums with WVTL's experiences, perspectives, learnings, and best practices.

Management and Leadership:

- Facilitate a supportive environment for spiritual formation of staff, and the internalization of WV's Vision, Mission and Core Values.
- Manage all direct report staff, including: staff recruitment, orientation, ongoing management support, quarterly coaching, annual performance planning and appraisal.
- Spend at least 20% of time in the field to visit APs, projects, communities and target villages. Engage in regular interaction with children, women and men who are the primary stakeholders of WV's transformational development ministry.
- As a member of WVTL's Management Team, participate and positively contribute to wider organizational decisions and policies. Attend and contribute to the Management Team meetings, and represent the Management Team in other forums and venues in WVTL.

- Meet with the National Director regularly for support and updates, and for quarterly coaching and annual performance appraisal reviews. Plan and seek support for continued personal, professional and spiritual development. Undertake other duties as reasonably assigned by the National Director.
- In times of emergency, provide technical support to disaster responses as directed by line management.

KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor's Degree in Development Studies, Business Administration, a technical field (e.g. Public Health, Economic Development, WASH) or related field.
- 5-7 years' of managerial experience in transformational development, emergency response and project management in a complex international organization.
- 5- 7 years' experience in successful proposal writing, funding acquisition, and donor relations.
- At least 5 years' experience in program or project design, and report writing.
- Excellent written and oral English communication skills.
- Knowledge of program development and design, resource acquisition, major donors and multi-laterals and donor relations.
- Strong planning, organizational and management skills and ability to prioritize and handle multiple tasks.
- Demonstrated ability to work with autonomy, whilst working within a team to deliver high quality team products.
- Strong relational skills, especially in a cross-cultural environment.

Preferred:

- Master's Degree in social field/international development or related field.
- Good understanding of child-focused development and community development.
- Proven track record of effective contribution in senior leadership groups.

