

**Operational / External Title: Programme Quality and Assurance Manager**

Role Title:	PQA manager
Date of JD Review:	January 2025
Department:	Funding
Team:	Programme Quality and Assurance
Tenure:	Full Time, Fixed-Term
Band & Range:	Band D
Location:	London Hybrid
Reports to:	Head of PQA
DBS check required:	Yes [ <a href="#">DBS Roles</a> ]
Role requires travel:	Yes
Budget Holder	No
Direct Reports:	No (Potential for Project Management staff)
Indirect Reports:	No
Dotted line reports:	No
<p>Internal Key Contacts: Data Protection, PQA Specialists (including finance and MEL), Technical Advisers, Business Development team, Advocacy advisers, AA Federation Members and Global Secretariat</p> <p>External Key Contacts: NGO partners, Women' s Rights Organisations, Institutional donors, Consortia partners, contract leads, Private Sector, Academic institutions, Policy stakeholders and NGO networks</p>	

## **Purpose Of the Role:**

The post sits in the Programme Quality & Assurance team whose purpose is to provide assurance to the women and girls we work with ActionAid (AA) our partners and donors, that AAUK's institutional development and humanitarian programme investments maximise the impact we have on the lives of women and girls, including ensuring compliance, high quality programming, evidence and learning.

The team is also responsible for the management of all grants and contracts, coordinating programme related research, evaluation and learning in conjunction with thematic specialists in the Feminist Research and Policy team, and feeding programmatic evidence and learning into resource mobilisation activities in support of the Business Development Team. The role demands a strategic thinker who will bring strong grant and contract management, programme quality (ideally with a women's rights focus) experience, team building and a spirit of collaboration to ActionAid UK as it delivers on its new strategy.

## **Main Accountabilities:**

### **Programme Quality and Learning**

- Deliver high quality, feminist grant and programme management support of your portfolio, through an anti-racist and decolonial lens, ensuring smooth delivery and good partnerships externally and with Federation Members
- To work together with in-country project teams to implement best practice in grant/contract management processes across the project cycle, in line with AAUK's PQ Standard Operating Procedures and ActionAid's Contract Management System.
- In collaboration with Women's Rights technical advisers, to coordinate the provision of technical advice and support to projects as required to continually improve the technical quality of programming in line with AA International programming approaches, led by colleagues in Federation teams.
- In collaboration with technical advisors (MEL and WR), to support the development and implementation of MEL frameworks, baselines, reviews and evaluations that generate evidence of the impact of AAUK's programmes.
- To feed knowledge and learning from projects on women's rights programming into bid development, research and policy, advocacy, communications and campaigns within AAUK and where relevant into Federation wide processes and communications.

- In collaboration with research and programme policy, advocacy and MEL colleagues, collaborate to produce and share widely evidence and learning from UK funded grants/contracts under this portfolio but particularly for the flagship end-FGM/C programme.

### **Contract / Grant Management and Compliance**

- To develop and maintain strong and productive working relationships with project teams across a range of Federation Members and work together to ensure a high standard of grant, contract and project management, and good quality / on-time monitoring, evaluation and reporting for a portfolio of AAUK's institutionally funded international development and humanitarian projects
- To support international and in country project teams (remotely and face to face) to manage programme delivery, risk, ensure compliance to ActionAid and donor policies, rules and regulations and deliver on key grant/contract milestones. This includes supporting compliance with specific due diligence, IATI, the Contract Management System, safeguarding, GDPR and other requirements
- To manage grant and contract negotiations and relationships with Federation partners, donors and consortium partners, acting as a point of contact throughout the life of contracts, and supporting project management teams in programme revisions, cost extensions, no cost extensions, budget realignment and any other grant/contract changes as required
- To edit and provide senior level review of reports (including donor reports, Monitoring, Evaluation & Learning (MEL) reports such as baselines and endlines and other research and policy reports generated by projects) with support from relevant technical advisors, before final authorisation from Head of Team and donor submission
- To participate in programme assessments, evaluations and reviews of AA's work in a way which strengthens AA's relationships and partnerships and generates programme learning
- To work with the Finance & Assurance colleagues to ensure that AAUK delivers on all tax, legal, compliance and financial aspects of grants and contracts and that financial tools are used to ensure good quality financial and risk management. **Specific activities include:**
  - To support in the successful implementation and close-out of a flagship end-Female Genital Mutilation/Cutting (FGM/C) contract, providing programme management support in partnership with consortium and AA Federation partners, to ensure delivery of the programme deliverables and milestones, coordination of technical inputs and alignment with AA's Women's Right's approaches, and assurance that all compliance and financial requirements are being met.

- To support and at times lead in the set up and embedding of new ways of working, systems and processes to support AA's growing portfolio of commercial contracts and new donors, coordinating across finance, compliance, and programme quality functions to ensure Standard Operating Procedures are aligned with donor and funding mechanism requirements.
- As needed, to support the start-up of new grants or commercial contracts, with a particular focus on complex or multi-country programmes, to ensure a high level of grant or commercial contract management and assurance.

### **External representation and relationship building**

- Contribute towards and build AA's relationships with key consortium and external partners, including peer organisations, women's rights organisations and partners, academic institutions, and sector consultancy firms
- Liaise with other departments in AAUK and the wider ActionAid Federation to support the effective, high quality and compliant management of AA's grants/contracts
- Actively participate in relevant donor and partner meetings and build relationships
- Participate in external NGO networks and other initiatives in order to share programmatic learning
- Act as a focal point within AAUK on programmes, representing and providing programme data, content, and risk analysis from your programme portfolio to support other
- departments' needs, including Advocacy, Technical, Communications and Fundraising

### **People Management & Supervision**

- Potential to line manage Project Managers and Specialists, including setting performance objectives, providing regular support through individual work plans, conducting periodic appraisals, and supporting personal development plans
- Build and motivate teams and support effectively from a distance
- Provide strategic direction to team members
- Support a culture of well-being

## EXPERIENCE, KNOWLEDGE & EXPERTISE

### Essential Criteria:

- Commitment to AA's vision, [mission](#) and values, including a commitment to [feminist principles](#), safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA's values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Extensive experience of managing institutionally funded grants and contracts in the International Development sector- particularly with donors of strategic relevance to AAUK - including the FCDO, Global Affairs Canada, the Dutch Ministry of Foreign Affairs, Comic Relief, and the EU.
- Proven experience of successfully managing large donor grants and contracts with a high level of complexity from a compliance and quality perspective.
- Track record managing relationships/negotiations with donors.
- Proven experience of project management and knowledge of tools and packages that can support successful project management for large complex or multi-country projects.

### Desirable Criteria:

- Experience of living and working in the "Global South", especially regions where we are funding programmes & projects
- Experience of working for an INGO
- Knowledge or experience in managing commercial contracts
- Fluency in a second language spoken in the Global South, in addition to English.
- Management experience in managing teams, preferably in programme management, learning and quality assurance at country or regional level.
- Experience of designing and managing WR programmes
- Experience of programme learning research report writing and publication processes.

It is expected that everyone at ActionAid UK will work to support and strengthen our desired culture of being bold, connected, diverse, optimistic, open and respectful through the way they approach and deliver their work by:

- Being accountable and responsible – your individual way of working
- Being innovative and collaborative – how you get things done
- Being empowering and trusting – how you build and sustain relationships.