

Program Manager – Quality & Innovation

Title	Program Manager – Quality & Innovation
Location	Melbourne Collingwood office, with part WFH an option (remote will be considered)
FTE	Full-time (1.0 FTE, though 3 or 4 days will be considered)
Reports to	International Programs Manager

Position Summary

You will lead the continuous improvement of Anglican Overseas Aid’s international program management processes and systems to support best practice and quality assurance of our portfolio of development and humanitarian projects. This includes developing and supporting areas such as project design, monitoring, evaluation, risk management and cross-cutting issues. You will contribute to the ongoing building of program quality, promoting learning and best practice across the programs team and alongside Anglican Overseas Aid’s (AOA) overseas partners. You will advise on, influence and implement continual improvement processes across the program, contributing to organisational quality and effectiveness. You will also support the evolution of AOA’s effectiveness framework, making sense of project data based on AOA’s theory of change and leading the team’s annual reflections day.

You will contribute to the delivery of AOA’s program through managing a discrete range of development projects and partner relationships. Primarily focused on the Pacific region and working closely with AOA’s overseas faith-based development partners, you work in a culturally sensitive and localised manner. You will provide accompaniment to partners with a focus on gender justice and inclusion, safeguarding, design, monitoring, evaluation and risk management. You will, directly or through support mechanisms, build partner capacity in the areas of climate justice and disability inclusion. You will undertake activities required to maintain grant funding such as the completion of DFAT AdPlans and Performance Reports. You will be involved in the design, monitoring, implementation support and evaluation of these projects and this will lead you to travel, usually within the Asia-Pacific region, for up to 8 weeks per year.

You will look for and be given opportunities to explore and investigate innovative ways to extend our impact and effectiveness. AOA has an extensive professional sector network, including across the ACT Alliance, the Church Agencies Network and the worldwide Anglican Communion. You will use these and other networks to seek project expansion opportunities, share, influence and access learning and best practices, collaborate for partnership expansion and keep AOA informed of new ideas and trends.

Along with all other staff, you will understand and meet the ACFID Code of Conduct and ensure the projects under your management meet DFAT’s accreditation standards. Operating within a small organisation, the international programs team works flexibly together to manage whole-of-team accountabilities and work requirements as they arise.

About you

Your personal ethos aligns with AOA's faith-based work, and you have a passion for making a difference in the world.

You display excellent interpersonal skills to work effectively in small teams and work respectfully and knowledgeably in cross-cultural and Christian contexts.

You are skilled and capable, reliable, ethical and adaptable. In addition, you show initiative and bring a ‘can do’ attitude and solutions approach to your work.

You take great pride in what you bring to a ‘for-purpose’ organisation and use your years of experience as a development practitioner to benefit the partners you work with and communities AOA serves.

Key Selection Criteria

- Strong knowledge of development principles and demonstrated understanding of best practice in the development sector, informed by relevant field experience.
- Proven experience in facilitating program learning and application to improve program effectiveness, including engaging sensitively with stakeholders and partners.
- A positive, supportive and flexible attitude with an ability to work well in a small organisation, working collaboratively with others while also taking initiative to manage own workload.
- Experience in monitoring and providing capacity building on project management and reporting (including project budgets), cross-cutting issues and risk management in a cross-cultural context.
- Willingness and ability to travel to Africa and the Asia-Pacific for project monitoring or key design/evaluation, implementation or learning milestones.
- Ability to work within the ethos of Anglican Overseas Aid as a faith-based development agency and to work constructively with Anglican and other partners.
- Excellent written, verbal and interpersonal skills and ability to work effectively in teams, respectfully, and communicate across church contexts.
- Strong planning and project management skills, including a demonstrated ability to manage multiple priorities, work independently, meet deadlines and maintain accuracy.

Desirable

- Experience working as part of a Christian faith-based development agency or along-side faith-based cross-cultural partners.
- Experience working with Pacific-focussed programs or partners.
- Expertise and knowledge in the area of gender/gender justice and/or prevention of gender-based violence programming.
- Expertise and/or knowledge in another key thematic area: eg. climate justice, self-reliance.

Organisational Context

About Anglican Overseas Aid and its Values

Anglican Overseas Aid (AOA) is an overseas relief and development agency of the Anglican Church of Australia. AOA works to achieve a peaceful, just, and sustainable world free from poverty.

Anglican Overseas Aid works with like-minded partners to deliver grassroots community development projects across Africa, the Middle East, and the Asia-Pacific. These projects are funded by private and institutional donors, including the Australian Department of Foreign Affairs and Trade (DFAT). AOA is fully accredited with DFAT and is a member of the Australian Council for International Development. In addition, we are a member of the ACT Alliance and CAN DO (Church Agency Network Disaster Operations). At AOA, we seek to communicate the impact of our work to supporters and institutional donors, raising much needed funds enabling the work of our partners to continue.

As a Christian organisation, we have a deep commitment to the vision and core values of AOA. We seek to reflect Christ-like values in leadership and service and enhance our faith-based orientation in the sector.

Our values

We are a small, hard-working and passionate team that take seriously our faith calling and work with global partners responding to poverty and injustice. We punch above our weight, have our finger on the pulse, and collaborate to achieve our mission. Team members commit to acting in a manner consistent with our values and culture.

Anglican Overseas Aid embraces the following values in thought, word and deed:

- To work for **justice, equity, reconciliation and peace**.
- Acts in **solidarity** with the poor and marginalised.
- Responds with **compassion**.
- Works with **respect** to build on the strengths in partner communities.
- Is committed to **transparency and accountability**.
- Strives to achieve **sustainable outcomes** that improve quality of life.

Accountability	Key tasks
1. Quality Management	<ul style="list-style-type: none"> • Determine, develop and implement appropriate quality standards, and procedures to ensure effective and accountable program delivery. • Contribute to reviews and developments of organisational wide policies, processes and systems to satisfy DFAT'S ANCP accreditation criteria and the ACFID Code of Conduct. • Develop and implement international program's effectiveness processes and systems. • Contribute to the documentation and dissemination of key program learnings. • Contribute to monitoring and analysis of risk issues/trends impacting or affecting program delivery. • Manage a discrete portfolio of specialist projects that model innovation and best practice. • Accompany overseas partners to deliver effective, inclusive and sustainable projects. • Meet donor requirements such as submission of AdPlans, Performance Reports and other requirements as required.
2. Program Effectiveness	<ul style="list-style-type: none"> • Strengthen monitor and evaluate AOA's effectiveness framework and theory of change. • Directly provide or facilitate access to technical expertise relevant to AOA's programming needs. • Actively engage with AOA's national and international coalitions and participate in working groups; contributing to broader learning, and seeking out innovative opportunities. • Design MEL processes and systems to drive best practice. • Measure the impact and effectiveness of the programs portfolio. • Support learning on and strengthening of cross-cutting issues. • Develop AOA's capacity to demonstrate program impact through generating relevant data and collaboration with AOA's Marketing & Communications team. • Participate in and contribute to sector and inter-agency working groups, learning events and thematic reviews.
3. Program Advice	<ul style="list-style-type: none"> • Provide support to the International Programs Manager in the development and implementation of AOA's program strategy. • Coordinate, support and advise on the development and implementation of policies and practices through supporting programs and to integrate good policy into project activities. • Provide capacity building and facilitate the delivery of technical training to the programs team, and international partners to strengthen program delivery. • Assist staff where required with key project cycle milestones such as design, monitoring, evaluation of projects. • Contribute technical expertise to policy development.
4. Program Innovation	<ul style="list-style-type: none"> • Actively engage with AOA's national and international coalitions and participate in working groups; contributing to broader learning. • Actively engage with AOA's national and international coalitions to seek out innovative opportunities such as agency collaborations and accessing of available funding windows.

	<ul style="list-style-type: none"> Identify and trial innovative approaches to development programming with an emphasis on strengthening localisation.
5. Organisational Citizenship	<ul style="list-style-type: none"> Work collaboratively with team members, role model AOA's Christian values and be a positive example for supporters, partners and staff. Participation in staff corporate events (i.e. prayer day, staff gathering) as part of the spiritual life of AOA. Participate in occasional supporter engagement events and activities.

Impact and challenges

Interactions	Challenges
Time management	<ul style="list-style-type: none"> Managing timelines to ensure projects and initiatives are delivered on time whilst balancing day to day organisational requirements. Limitations in resources, people, systems, and processes occur in small organisations. (8 people at AOA)
Relational skills and people management	<ul style="list-style-type: none"> Build positive relationships with partners and networks of Anglican Overseas Aid, staff and Development Committee, displaying a servant-hearted approach. Positively contribute to the ethos of Anglican Overseas Aid as a small faith-based development organisation.

Knowledge, skills and experience required

Knowledge/Qualifications	Skills	Experience
<p>Postgraduate qualifications in international development, or other related technical field.</p> <p>Understanding of and commitment to adhere to principles of equity, diversity, child safety, staff health and wellbeing.</p> <p>Ability to work within the ethos of Anglican Overseas Aid as a faith-based development agency.</p> <p>A strong understanding of DFAT, ACFID and other sector compliance and quality standards.</p>	<p>Strong ability in project management and applying best practice principles in the international development sector.</p> <p>Detailed knowledge of program design, monitoring and evaluation.</p> <p>Ability to facilitate learning and critical reflection in a small team of development professionals.</p> <p>Excellent interpersonal, engagement and coaching skills.</p> <p>Understanding of adult learning principles or coaching in continual improvement techniques.</p>	<p>Project and/or portfolio management in international development, with management of DFAT funded work preferable.</p> <p>Minimum of three years' experience as a development or monitoring & evaluation practitioner, or other related area of technical expertise.</p> <p>Some degree of field experience applying monitoring and design techniques in a cross-cultural context.</p> <p>Working with and alongside faith-actors, particularly those in the Pacific, an advantage.</p>

Apply now

Please send your CV, and a short cover letter that tells us about:

- Why this role resonates with you, and how your values align with AOA
- How your skills and experience align with this role
- Your cover letter should also include a brief response to the selection criteria.

Email applications to: aoa@anglicanoverseasaid.org.au

Further Details

See our website www.anglicanoverseasaid.org.au for additional information on the agency's programs and communications activities.

AOA is a Child Safe Organisation, and the incumbent has undergone all required police clearance checks needed and is required to abide by AOA's Safeguarding Code of Conduct, Personal Code of Conduct and related policies.

If living in Australia, the incumbent must have permission to work in Australia. The AOA office is Melbourne based however applications from people outside Melbourne, including those located in the Asia-Pacific will be considered as remote working is a possibility.