

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Director of Quality
REPORTS TO:	Chief Executive
REPORTING TO POSTHOLDER:	Head of Technical Services, Head of Monitoring, Evaluation and learning, Head of Programme Support
LOCATION:	east Africa
DURATION & HOURS:	Full time - permanent

PURPOSE OF THE ROLE

Working as part of the senior leadership team, the Director of Quality will be committed to leading and driving technical expertise and continuous improvement within Farm Africa.

Working with the Chief Executive, the Director of Operations & Delivery and your Programme Quality team, you will play a key role in shaping and communicating Farm Africa's technical vision and strategy.

You will have specific responsibility for driving a culture of high quality technical expertise and continuous improvement across Farm Africa, through inspiring, compelling and dynamic leadership in the key areas of technical services, monitoring, evaluation & learning (MEL) and programme support.

In a context of dramatic growth of Farm Africa programme portfolio, you will be in charge of increasing the overall technical level of the implementation team in country, both in terms of project management and specific technical knowledge in terms of value chains, markets, soil science, weather data or crop specific agricultural practices.

You will lead on the extraction of programme specific learning that will document our overarching approach to programming across our 3 areas of interventions: agriculture, natural resource management and market engagement. Farm Africa wants to understand what can make the success of its approach, particularly in a context where a large number of agriculture and environmental interventions in East Africa have failed over the last decades.

In order to ensure technical excellence across our programme, the Director of Quality will lead on the development and implementation of a robust in-depth induction process and continuous improvement programme for all Farm Africa staff joining the programme implementation team in country.

You will lead your team of technical specialists to develop, deliver and continuously improve tools and knowledge to ensure that Farm Africa's programme delivery teams have access to the highest quality expertise and learning in agriculture, markets & value chains, MEL and programme/project management.

You will work in partnership with the Director of Operations & Delivery, to ensure that the tools, expertise and learning provided by the technical services, programme support and MEL teams are consistently embedded into programmatic activities and design.

KEY TASKS AND RESPONSIBILITIES

Leadership

- Working with the Chief Executive, Director of Operations & Delivery and the programme quality team, shape and communicate Farm Africa's technical vision; ensuring that technical expertise is placed at the core of Farm Africa's working practices and culture
- Work with the Director of Operations & Delivery to ensure that Farm Africa's portfolio of programmes is shaped to reflect our core technical areas: agriculture, natural resource management, market engagement and is supported by a strong inclusive, gender approach that enables positive, empowering relationships with communities
- Work with the Chief Executive, Director of Resource (currently Director of Finance) and director of Operations and Delivery to optimise cost recovery on the delivery of support by the Technical service, Programme support and Monitoring, Evaluation and Learning teams.
- Develop a technical expertise strategy that shapes the provision of induction and services and provided by the Programme Quality team and, working in partnership with the Director of Operations & Delivery ensure that strategy drives the quality of programme delivery and informs programme design
- Provide wider leadership across the organisation as part of the senior leadership team, contributing to the overall strategic development of Farm Africa
- As part of the senior leadership team review organisation indicators regularly to ensure Farm Africa is able to adapt to a dynamic, changing operating environment
- Support Farm Africa's aim to retain valuable skills and expertise through providing learning and development and career progression opportunities for staff
- Contribute to making Farm Africa a great place to work, with a great organisational culture that will attract and retain world-class technical expertise
- Build a culture that has technical expertise at its core, celebrates successes, learns from challenges and ensures that staff are have pride in Farm Africa's work and their own role within it
- Report to the Programmes Advisory Committee (a sub-committee of Farm Africa's board), engaging with trustees and external advisors on the impact of technical expertise in the delivery of our work
- Capitalise on opportunities to deepen the technical understanding of Farm Africa's work with all staff through the effective and appropriate communication of impact, technical expertise and effective implementation

Technical Services

- Work with the Head of Technical Services to deliver a technical services strategy that shapes Farm Africa's technical vision, defines the technical services provision (through the technical managers of agriculture and markets & value chains) and

supports inclusive, gender focused programmes that deliver positive, empowering relationships with communities

- Strategically lead the Head of Technical Services to ensure that Farm Africa's knowledge management systems (Knowledge Hub, The Barn, Approach etc) are developed into consolidated, up-to-date, practical and accessible platforms that programme delivery teams use consistently to inform delivery practice
- Working closely with the Head of Technical Services, the Director of Operations & Delivery and the Country Directors, ensure that Farm Africa's programme portfolio consistently aligns to our technical approaches to agriculture, natural resource management and market engagement
- Work with the Head of Technical Services, head of programme support and the Director of Operations & Delivery to ensure that technical tools and knowledge systems induction and training is delivered to all staff and specifically key programme delivery staff such as project coordinators. Training to programme coordinators will be more and more delivered individually. As a consequence, the director of quality will supervise skill gap assessment of the implementation team and monitor an individualised training programme to scale up the technical knowledge of the team across the different countries of intervention.
- Lead the Head of Technical Services to develop organisational policies on specific facets of technical programme implementation
- Work in partnership with the Director of Operations & Delivery to champion technical services knowledge platforms, tools and policies
- Support the Head of Technical Services to work with the finance team to define Farm Africa's 'value for money' proposition within the key approach pillars
- Lead the Head of Technical services to ensure that MEL and programme support learning informs and continuously improves Farm Africa's knowledge management systems, technical services provision and training.

Monitoring, Evaluation and Learning

- Work with the Head of MEL to deliver a MEL strategy that defines the learning cycle and the key outcomes/activities to inform Farm Africa's technical vision, programme design, support and technical expertise whilst supporting inclusive, gender focused programmes that deliver positive, empowering relationships with communities
- Work with the Head of MEL to structure the link between programme specific MEL activities and the Farm Africa approach. The delivery of specific programme needs to feed into a larger thinking on understanding if Farm Africa's approach is working and if the approach needs to be adapted.
- Work in partnership with the Director of Operations & Delivery to champion MEL tools and activities to ensure effective data collection and adoption of MEL learning into programme delivery and design
- Strategically lead the Head of MEL to ensure that the MEL team are able to capture, high quality data that enables accurate and credible impact reporting

- Strategically lead the Head of MEL to ensure a consistent, standardised and robust methodology that assures high quality data collection, through the development and delivery of tools and training for each stage of the project cycle
- Work with the Head of MEL and the Director of Operations & Delivery to ensure that MEL awareness induction and training is delivered to key programme delivery staff, and specifically to project coordinators
- Support the Head of MEL's oversight and proactive input into the development of Farm Africa's knowledge management systems
- Engage and influence key external partners and donors to showcase Farm Africa's technical expertise, through high quality, accurate and credible impact data and narrative
- Work with the Head of MEL to lead the internal and external publication of Farm Africa's impact outcomes and insights

Programme Support

- Work with the Head of Programme Support to deliver a support strategy that defines a support service provision that aligns with Farm Africa's technical vision, embeds learning from technical expertise and MEL into programme delivery tools and supports inclusive, gender focused programmes that deliver positive, empowering relationships with communities
- Strategically lead the Head of Programme Support to review, re-design and implement improved delivery and programme/project management tools (such as the start-up processes, project management tool, budget management report, project performance review and MLP), to drive continuous improvement and ensure highly efficient and effective programme implementation
- Working with the Head of Programme Support and the Director of Operations & Delivery, lead the delivery and uptake of training and programme/project management tools to ensure efficient and effective programme implementation that is of the highest quality and aligns to Farm Africa's technical vision
- Strategically lead the Head of Programme Support to develop and operationalise a comprehensive Programme Quality Induction system, that brings in key learning from the wider Programmes Quality Team
- Working with the Head of Programme Support, ensure that learning from the technical services and MEL teams informs and shapes programme/project management tools
- Strategically lead the Head of Programme Support (through the Regional Programme Support Manager) to further develop and extend the programme start-up planning processes to ensure efficient programme initiation and overall programme effectiveness
- Work with the Director of Operations & Delivery and the Head of Programme Support to identify, document and publish guidance on consortium management best practice.

PERSON SPECIFICATION	
Essential	Desirable
Education, qualifications & other knowledge	

	Master's degree or higher in relevant subject
A profound understanding of the socio-political, economic climate of east Africa as well as key institutions	
Experience	
Significant experience of planning & executing high quality, innovative programmes	Experience of working for an international NGO that delivers large scale programmes
Technical competence in one of our core thematic areas (agriculture natural resource management or markets)	Leading technical expertise in gender focused social and economic development
Experience of making a clear and compelling contribution to the strategic direction of a complex organisation	
Proven experience of line managing a high performance, multi-disciplined team	Proven experience of line managing a high performance, multi-disciplined team, within the private sector
A proven track record of continuous improvement through the use of MEL data and knowledge	
Skills & abilities	
Able to lead technical expertise in an innovative programming environment	Able to lead technical expertise in an innovative programming environment that works with the private sector
Strong leadership and management skills, gained as a senior manager in a complex organisation	
Compelling communicator in writing and in person	
Strong conceptual and analytical skills	
Ability to lead and manage across a range of nationalities and cultures	Experience of leading and managing across a range of nationalities and cultures
Strong interpersonal skills	
Ability to work under pressure, strong personal resilience	
A talent for getting the best out of people, helping them grow and challenging poor performance	
Inspirational and inclusive leadership	
Commitment to continued professional development and ongoing learning	
Strong emotional intelligence and self-awareness	

Our Values

Investing in smallholder farming is the number one way to combat poverty in rural Africa. Farm Africa is a leading NGO specialising in growing agriculture, protecting the environment and developing businesses in rural Africa.

EXPERT. Deep expertise and insightful evidence-based solutions are at the heart of everything Farm Africa does.

GROUNDLED. Positive change starts with Africa's people, so our experts work closely with local communities, engaging them in every level of decision-making.

IMPACTFUL. We take a long-term view so we can deliver lasting changes for farmers and their families.

BOLD. We model innovative new approaches and are not afraid to challenge strategies that are failing.

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