

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Head of Programme Support
REPORTS TO:	Director of Quality
MANAGES:	Regional Programme Support Manager
LOCATION:	east Africa
DURATION & HOURS:	Full time - Permanent

PURPOSE OF THE ROLE

Working as part of the Programme Quality Team, the Head of Programme Support will play a key role in embedding technical expertise and continuous improvement in programme start-up and implementation across Farm Africa's portfolio.

You will develop and deliver a range of tools and training that will support staff to implement programmes to the highest quality, with a best practice approach to contract and partner management and efficient/effective burn rates and cost recovery.

You will be responsible for the development and delivery of the Programme Quality Induction system that will ensure all new programme implementation staff receive comprehensive training on Farm Africa's technical vision and tools, our monitoring & evaluation practices/ systems/knowledge, as well as our implementation tools and contract management practices.

You will be responsible for some direct programme support delivery with a main focus on the start-up process of our main programmes, including legal agreements, partnership agreements, support on recruitments, setting up of our programme management tools (Programme Management Tool – PMT in particular), compliance and grant management.

Although your role will cut across development of tools/training programmes and direct programme support delivery, we acknowledge that a larger proportion of your time should be dedicated to the former.

The Head of Programme Support will work with country directors and programme managers to ensure Farm Africa's security management and standard operation procedures are up-to-date and fully implemented.

The Head of Programme Support will, with the Regional Programme Support Manager, provide direct programme implementation and operational support Farm Africa's programme implementation staff and work with other teams to ensure the adequacy of the internal control framework (Finance & HR).

KEY TASKS AND RESPONSIBILITIES

Tools and Systems

- Working with the Director of Quality, develop 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

- Developing a skill gap assessment process across all our team of programme coordinators across our different country of operation and setting up an induction/training programme to build capacity of our implementation team. Our strategy is moving towards individualised training.
- Working closely with the Regional Programme Support Manager and in consultation with in country programme manager, regularly review existing programme start-up and implementation processes, tools and procedures
- Design, operationalise and (by working closely with the Head of Technical Services, the Head of MEL and the Regional Programme Support Manager) continuously improve programme start-up and implementation processes tools and procedures tools (such as the start-up processes, project management tool, budget management report, project performance review and MLP)
- Working with Programme Managers and the Regional Programme Support Manager, assess and map current capacity of programme implementation staff, identifying gaps and designing solutions to address gaps
- Working with the Regional Programme Support Manager and the Directors of Quality and Operations & Delivery; develop and deliver training on all programme start-up and implementation processes, tools and procedures
- Working with the Regional Programme Support Manager, develop and operationalise Farm Africa's methodology for managing consortium and partner relationships
- Working closely with country team, design and operationalise Farm Africa's security processes, ensuring:
 - The security context of each of our operational countries is assessed on a weekly basis (increasing to daily or hourly, as appropriate in crisis situations)
 - Each country office has an up to date security plan in place
 - That travelling staff prepare effectively for their trips and receive security briefings on arrival at their destinations
 - That crisis situations are closely monitored, the security of staff is considered, communicated and acted upon without delay

Induction

- Working with the Head of Technical Services, the Head of MEL and the Regional Programme Support Manager, design and deliver a Programme Quality Induction system, that:
 - Trains all new programme implementation staff on tools from technical services (technical vision), MEL and programme support
 - Ensures all programme implementation staff have full access to, and visibility of key knowledge sources (Knowledge Hub, The Barn, Approach etc.)
 - Embeds Farm Africa's burn rate and cost recovery practices
 - Embeds Farm Africa's methodology for managing consortium and partner relationships

- ▼ Embeds Farm Africa’s technical expertise culture

Direct Support

- ▼ Provide backstop support to programme implementation teams. This will include:
 - ▼ Regular liaison with programme managers and country directors
 - ▼ Advise and support to programme coordinators on programme start-up and implementation
 - ▼ Direct assistance with key programme challenges (e.g. start-up, stall in burn rates, poor cost recovery, contract compliance, partner/consortia management and close-out)
 - ▼ Liaison with finance on routine budget preparation and reforecasts
 - ▼ Work collaboratively operations & delivery colleagues to support routine donor reporting

- ▼ Any other ad-hoc tasks as required by the Director of Quality

PERSON SPECIFICATION	
Essential	Desirable
Education, qualifications & other knowledge	
Detailed and in depth knowledge of programme management in Africa or other developing country	Degree level or equivalent qualification
	Postgraduate qualification in a relevant Discipline
Experience	
A proven track record of managing, mentoring and capacity building staff	Experience in managing, mentoring and capacity building across distances
Experience of devising and implementing work-plans	Experience of managing large grants from major donors such as the EU and DFID, including in complex consortium arrangements.
Log-frame analysis and value for money experience	
A proven track record in building professional relationships and working in partnership with either other NGOs, public or private sector.	
Training and facilitation skills (both development & delivery)	
	Understanding of impact and outcomes assessment issues and relevant methods
Skills & abilities	
Ability to build strong, professional working relationships with key stakeholders	Coaching skills
Completely fluent written and oral communication skills in English	Ability to speak/write another major language of the countries Farm Africa works in
Able to work with a variety of nationalities and cultures.	
Strong analytical skills	
Commitment to the mission vision and values of Farm Africa	

Ability to travel frequently to international locations	
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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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