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Position Description
Head of Program Delivery and Impact

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General Manager

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Title:	Head of Program Delivery and Impact	Team:	Program Delivery and Impact
Reports to:	General Manager (based in Australia)	Location:	Flexible but with preference for SE Asia, Europe or East Africa.
Manages:	Project teams, including Inclusiv Education staff, implementation partner staff and consultants.	Key working Relationships:	Internal: General Manager, Executive Director: Product and Strategy, Senior Tech Advisor, Partnership Manager. External: Client representatives; implementation partners and consultants; international development organisation program, technical advisory and technology leads; other edtech or e-learning peers.
Remuneration	TBC. Full time or 0.8 FTE.		

Our Vision
To transform the way the world learns, ensuring equitable access to quality education for all.

Our Mission
To equip teachers and trainers with the confidence, skills and tools to use e-learning more powerfully, so every child can access high quality education.

About Us
Inclusiv Education is a social enterprise that makes education technology work in all settings so everyone can learn. We support governments and development organisations to reach learners missed by traditional educational models, and we provide e-learning solutions to overcome access and quality challenges which are designed to have impact in low-tech, low-internet or no-internet contexts.

Since 2018 we have been using education technology to increase access to quality learning across the Pacific, Asia, Eastern Europe, East Africa and Australia. We partner with organisations specialising in learning management systems (LMS) development, impact measurement, video hosting and streaming, digital curriculum and digital libraries to develop digitally inclusive, interactive and user-friendly e-learning materials. We work across the education value chain to support our partners with technical advice, evidence-based learning design based on e-learning pedagogy, and capacity building that takes into consideration each unique context.

Inclusiv Education is still in the start-up phase, working to build systems and processes to ensure quality delivery of programs. We are a team of problem solvers and are looking for people who are suited to a start-up environment, are adaptive in their work, and are passionate about using e-learning to increase access to quality education in some of the most challenging environments.

Our values
- We are a for-purpose social enterprise that draws on the value of commercial and development sectors to deliver powerful social outcomes.
- We make low-tech e-learning beautiful, engaging, safe and successful in challenging contexts.
- We work with tools that support educational sovereignty through the local creation of content, culturally directed learning and supporting open standards.
- We build resiliency within education systems by strengthening e-learning and edtech capabilities to ensure education continuity and drive system-wide scale and sustainability.
- We harness our global network to support local approaches and become a partner of choice.
- We invest in research and development to create innovative approaches for high-inclusion e-learning in low-tech settings.

Role Purpose

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This is a new role that sits on the senior management team and is a combination of strategic thinking, organisational leadership, team management, and hands-on program management.

The Head of Program Delivery and Impact will manage Inclusiv Education's portfolio of projects and will lead the IE program team's activities in delivering successful edtech projects within budget, time, and scope. They will also manage client and partner relationships where they relate to program design and implementation. Embedded in the role will be the responsibility to design for, measure and report the impact of our work to jointly advance IE's and our clients' and partners' missions.

Functioning as part of a small team, you will work in collaboration with the edtech adviser to propose, develop and deliver various e-learning services and products. This role is ultimately responsible to ensure that technology and service models in our projects are appropriate for the development setting and problem being addressed, taking due account of universal development principles where we are guided specifically by the Principles of Digital Development.

We are a small start-up that is still learning and growing. We are looking for someone who thrives in an agile environment, is flexible with changing priorities as we learn from both our successes and failures and is a self-starter who is able to take initiative to spot opportunities, make plans, develop goals and bring new ideas to life.

Objectives for this role:

Objective 1:	Leading on quality project design and delivery across Inclusiv Education's portfolio. Key indicators of success: • Determine and implement appropriate tracking and reporting metrics for projects • High levels of client and partner satisfaction • Follow-on work and contracts with clients and partners
Objective 2:	Manage the project delivery and impact team, and ensure that a strong project management and delivery culture is built within IE across its project staff. Key indicators are: • Staff have the tools and resources to successfully manage projects • Staff report that project management responsibilities and accountabilities are both clear and fit for purpose for all projects • Staff are flexible, enabled (through training and mentoring) and increasingly confident to adopt roles that are required to deliver projects successfully.
Objective 3:	Ensure that IE's work and impact is represented to various development organisations and the development sector in general so IE becomes increasingly is recognised as a global leader for the design and delivery of e-learning services in low-tech environments. Key indicators of success:

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	• IE is increasingly sought-out across the development sector as a potential e-learning partner
	• Our impact is clearly understood and increasingly referred to by the sector

Key Responsibility Areas

Project Management	• Lead and support the project team to ensure the efficient and effective management of all IE programs in line with agreed plans and budgets. • Participate in project delivery as needed. • Building a culture and practice of project management that contributes to strong account and relationship building.
Project Design	• Play a key role in project design with client and other IE team members, drawing on e-learning, edtech and/or learning design expertise. • Build the organisation's profile through representation to prospective donors and relevant stakeholders. • Offer advice to IE's product management team for product marketing stategy and materials production.
Impact	• Lead the design and execution of an impact measurement plan that aligns with our theory of change. • Embed impact measurement into IE's project design and delivery practices • Build awareness and skills to build a culture of impact measurement, analysis and reporting in our project cycle. Use the Principles of Digital Development as a guide to project cycle.
Relationship Management	• Lead client management for project design and implementation. • Ensure IE-partner relationship continuity throughout project lifecycle (proposal, project management/delivery, subsequent phases)

Personal Attributes

- You are passionate about the transformative power of e-learning to increase access to quality education and who is committed to making e-learning technology work in low-tech environments, including building the capacity of teachers and trainers to use e-learning in their teaching method.

- A leader who builds confidence and high quality relationships with people at all levels in challenging technical and unfamiliar cross-cultural contexts

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- Aptitude in decision-making and problem-solving and ability to work in unstructured environments

- A strong willingness to promote and endorse education technology as a key contribution to international development

- Ability to negotiate at senior management level and a track record for conflict resolution and solution seeking.

- Agility and ability to develop fit-for-purpose processes required and to flourish in a start-up scenario.

Essential Knowledge, Experience and Skills

- Experience in learning or instructional design and/or exposure to Tech 4 Development or EdTech, as well as significant hands-on practice in conceptualising, developing, and implementing technology-based solutions that facilitate education and capacity building outcomes.

- Strong understanding of the use of technology in the international development sector based on previous roles in international development, or similar, organisations.

- Project management skills through all aspects of a project cycle in international development, including MEAL and donor reporting.

- Experience in a dynamic growth environment.

- Proven expertise working with senior leadership in the international development sector.

- Project financial and/or grant management experience.

- Demonstrated experience of project planning, monitoring and reporting.

- Relevant post graduate tertiary qualification (education, international development, business).

We would love you to have:

- Experience in learning or instructional design.

- Education and pedagogy training, skills or qualifications or experience in the education or training sector

- Track record in successful business development and grant winning, with a strong preference for good experience in education/training and technology thematic areas.

- Leadership experience in a startup environment

Location and Working hours:

- We are a regionally distributed team with a strong remote working culture so this role provides for a remote working location. We have staff in Brisbane and Adelaide in Australia, as well as staff and implementing partners in India, Tanzania, Kenya and Germany. The preference for this role is to be located in SE Asia, Europe or East Africa, although other regions will be considered.

- The position is not an expatriate role and does not attract living away from home allowances.

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Travel:

- International Travel may be required up to 10% to support stake holder engagement and delivery of projects.