

Program Quality & MEAL Manager, BRACE PMU

Position Description

Reporting to:	Team Leader	Work location:	Ministry of Education and Training, Nuku'alofa, Tonga
Department:	International Programs, Pacific	Budget holder:	No
Team:	Climate Change	Direct reports:	2 - GEDSI & ESS Advisor, Communications Manager

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Reporting to the Team Leader, the Program Quality & Monitoring, Evaluation, Accountability and Learning (MEAL) Manager is responsible for leading the development and implementation of the MEAL framework and strengthening program quality of the BRACE project in Tonga. The Program Quality & MEAL Manager will support the program team to generate high quality evidence of intervention effectiveness to inform learning and adaptation by implementing systems and process to ensure high quality MEAL and equipping the program team with skills and tools to undertake robust data collection. The role will also be responsible for overseeing, leading and advising on program quality. The role has two direct reports, a GEDSI & ESS Advisor and Communications Manager, and will also supervise short-term consultants providing technical assistance as required.

Building the Climate Resilience of Children and Communities through the Education Sector (BRACE)

The Building the Climate Resilience of Children and Communities through the Education Sector (BRACE) initiative is a new multi-country initiative delivered in Tonga, South Sudan and Cambodia and majority funded by the Green Climate Fund (GCF). BRACE in Tonga will be delivered through a partnership between the Executing Entity (EE) the Government of Tonga, through the Ministry of Education and Training (MET), and the Accredited Entity (AE) Save the Children Australia. The BRACE Project Management Unit (PMU) will be established within MET to effectively support the Ministry to manage and implement key project-related tasks including project planning, coordination, financial management, procurement and contract management, environmental and social risk management, and monitoring and reporting throughout the project implementation period. The PMU is responsible for the overall coordination of BRACE and is led by the Team Leader.

Here your skills will be valued

Role requirements

MEAL System Design & Implementation

- Lead the design and implementation of a comprehensive Monitoring, Evaluation, Accountability, and Learning (MEAL) system that supports high-quality program delivery and continuous improvement across all project components.
- Oversee the development and operationalization of MEAL and Program Quality frameworks, tools, and processes to ensure alignment with project objectives, donor requirements, and Save the Children's standards.
- Lead implementation of MEAL planning, data collection, management and analysis; accountability mechanisms and learning processes.

- Ensure that BRACE Project Management Methodologies related to Program Quality and MEAL are regularly updated, maintained, and applied consistently, reflecting best practices and organisational procedures.
- Provide technical leadership in developing theories of change, evaluation designs, indicator frameworks, and measurement tools, and lead these efforts where required across projects.
- Establish and manage systems for handling complex data, including complaints databases and qualitative outcome monitoring platforms, ensuring data integrity and usability.
- Ensure the correct application of log frames and adherence to MEAL and Program Quality plans throughout the project lifecycle.
- Set standards for data collection and entry methodologies and provide ongoing support and oversight to ensure quality and consistency.

Evidence, Learning & Knowledge Sharing

- Conduct and oversee quantitative and qualitative data analysis to generate actionable insights that inform program design, implementation, and adaptation.
- Equip program teams with the necessary tools, methodologies, and skills to carry out rigorous data collection and analysis.
- Ensure that reliable and verifiable data is collected, analysed, and disseminated to relevant stakeholders to support evidence-based decision-making.
- Organize and facilitate learning events, workshops, and reflection sessions to promote knowledge exchange and continuous improvement.
- Support the documentation and dissemination of key findings, lessons learned, and best practices to internal and external audiences.
- Participate in Pacific Regional and GCF MEAL Community of Practices.

Data Analysis & Reporting

- Ensure that MEAL data is adequately analysed and reported in accordance with GCF donor requirements and procedures.
- Align MEAL and Program Quality functions with the Government of Tonga frameworks and contribute to national-level reporting and learning systems.
- Provide technical oversight and quality assurance for all data analysis activities, ensuring that outputs are accurate, meaningful, and aligned with project goals.
- Develop clear, concise and engaging reports that translate complex data into actionable insights for stakeholders.
- Promote the use of high-quality data to support strategic planning, program design, and performance monitoring, including contributions to country strategy scorecards and frameworks.

Accountability & Feedback Mechanisms

- Lead the design and implementation of community-facing accountability systems, including Community Feedback Mechanisms and Grievance Redress Mechanisms.
- Ensure that feedback channels are accessible, responsive, and effectively integrated into program management and decision-making processes.
- Maintain and update feedback systems, ensuring appropriate referral pathways and reporting protocols are in place.
- Oversee the documentation and reporting of community feedback and grievances to relevant stakeholders, including government bodies, Save the Children, and donors.

Program Quality Assurance

- Build and maintain strong working relationships with project staff, implementing partners, and stakeholders to promote a shared commitment to program quality.
- Establish and maintain quality benchmarks for the project and ensure program quality is monitored throughout the project cycle.
- Facilitate programmatic discussions focused on quality improvement and evidence-based decision-making.
- Lead the documentation of good practices and program learnings and coordinate internal and external knowledge-sharing initiatives.

- Collaborate with specialists in disability inclusion, gender, and safeguarding to ensure that programming is inclusive and responsive to the needs of vulnerable populations.
- Provide timely feedback and recommendations to project staff and governance bodies to support continuous quality enhancement.

Staff Management, Mentorship & Development

- Lead the recruitment and onboarding of MEAL and Program Quality personnel, consultants, and service providers, ensuring the right expertise is in place to deliver project outcomes.
- Supervise and manage internal staff and external partners engaged in MEAL and Program Quality activities, including baseline, midterm, and endline evaluations.
- Monitor and manage the MEAL and Program Quality budget in collaboration with the PMU Team Leader and Finance Manager, ensuring efficient resource use.
- Foster a culture of learning and quality by delivering targeted training, mentoring, and capacity-building initiatives that strengthen staff competencies and promote excellence in programming.

Capacity Building & Integration

- Deliver targeted capacity-building initiatives to strengthen staff and partner capabilities in MEAL and program quality.
- Promote the integration of learning from MEAL and Program Quality processes into ongoing project planning and future programming cycles.

GEDSI, Safeguarding & Social Risk Management

- Ensure that Gender Equality, Disability, and Social Inclusion (GEDSI) principles are embedded across all MEAL operations and activities.
- Lead the collection and use of GEDSI data, included disaggregated data, to inform inclusive practices and improve GEDSI reporting.
- Ensure compliance with safeguarding policies and procedures.
- Identify and mitigate social risks in line with GCF, Save the Children, and Government of Tonga frameworks and policies.

Stakeholder Engagement & Communication

- Support the Team Leader in maintaining strong relationships with project partners, provincial and national government representatives, and other key stakeholders.
- Facilitate regular communication with government officials and partners to ensure coordinated and effective project implementation.
- Ensure that national stakeholders and the public are kept informed of project progress, achievements, and challenges.

Health, Safety & Risk Management

- Model and promote a culture of safety and security, adhering to all workplace health and safety policies, procedures, and training requirements.
- Report incidents, injuries, and hazards promptly and participate in health and safety improvement initiatives.
- Ensure that all direct reports have completed required training and possess up-to-date background checks, including working with children clearances.

Child Protection & Safeguarding

- Maintain a child-safe environment across all project sites and activities, upholding children's rights and acting in their best interests.
- Comply with Save the Children's Child Safeguarding Policy and Code of Conduct.
- Respond to concerns regarding child safety and wellbeing in accordance with internal reporting protocols.
- Ensure that all staff are appropriately vetted and trained in child safeguarding, in line with organizational and project requirements.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience

- 5-8 years' experience in program quality and monitoring, evaluation, accountability and learning of projects in development contexts
- Proven skills in designing and implementing MEAL systems, including MEAL planning; quantitative and qualitative data collection, management and analysis; accountability mechanisms and learning processes
- Experience in conducting and/or managing assessment and evaluation processes
- Experience in establishing and supporting program quality processes, including programmatic quality benchmarks and GEDSI inclusive programming.
- Able to write clear and effective assessment and project reports with high level of written and spoken English
- Experience in building the capacity of programs to effectively implement MEAL and Program Quality systems
- Proven experience in managing and mentoring diverse teams, including direct supervision of staff and oversight of consultants.
- Project management skills and an ability to balance multiple tasks at one time
- Highly organised and able to plan well
- Able to work harmoniously in cross cultural environment

Desirable knowledge or experience

- Statistical analysis skills, including regression analysis
- Qualitative analysis skills including coding and associated analysis
- Experience using software such as Excel, SPSS, STATA, Kobo or PowerBI.
- Experience living and working in Tonga or the Pacific
- Understanding of monitoring and evaluation of climate change adaptation projects
- Knowledge of the Green Climate Fund

Required qualifications and/or accreditations

- Tertiary education in a relevant subject or equivalent field experience such as international development, social sciences, demography, statistics, economics

Additional Information

- Applicants from Pacific Islanders, particularly those from Tonga are strongly encouraged
- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Flexible working will be required including regular out of office hours calls and frequent travel.
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Required **Travel:** Required

Working with Children Check: Required **Assets:** Laptop