

Program Development and Quality Director Position Description

Reporting to:	Country Director	Work location:	Port Moresby, PNG
Department:	International Programs	Budget holder:	Yes
Team:	Pacific - PNG Program	Direct reports:	4-5

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.

The Program Development and Quality (PDQ) Director plays a key role in defining and pursuing the strategic direction for Save the Children's programs in Papua New Guinea, ensuring the relevance, strategic coherence, and impact of our programs for children. The PDQ Director has specific oversight for strategic portfolio development, ensuring that programs demonstrate thematic excellence in contributing to Save the Children's three priority breakthroughs for children: no child dies from preventable causes before their fifth birthday; all children learn from a quality basic education; and violence against children is no longer tolerated.

The PDQ Director manages technical advisors to develop evidence-based strategies and programs. They oversee the Monitoring, Evaluation, Accountability and Learning (MEAL) function and ensure that Save the Children in PNG has evidence-based impact, learning is used to inform programs, and there is a functional and appropriate Complaints Feedback and Response Mechanism. They work closely with the Program Operations Director (POD) to strengthen program integration and ensure our work is delivering measurable impact that is communicated to our stakeholders and partners.

The PDQ Director mentors, coaches, and capacitates the PDQ team to ensure delivery and national team development. The PDQ Director works closely with the Regional PDQ Director and will engage Pacific-wide to contribute to an area of practice, promote common approaches and best-in-class results for program quality, technical excellence, and real-time monitoring and evaluation.

The role reports to the Country Director, who holds ultimate accountability for the PNG country office. The PDQ Director is a member of the Senior Management Team in Papua New Guinea and may act as Country Director as required based on the travel and work requirements of the Country Director.

Here your skills will be valued

Role requirements

Strategic Guidance

- Lead the SMT to drive forward the Country Strategy Plan (CSP) that is in line with the global strategy, Ambition 2030, with child rights at the core of all programming and advocacy work.
- Support ownership and commitment to the CSP by all staff and departments through clear communication, regular feedback on progress and engagement of all functions in updates.
- Provide leadership, strategic vision and direction to the PNG Extended Senior Management Team.
- Advise on high-quality country and program strategies for PNG based on strong understanding of local context balanced with global best practices.
- Ensure that programs are relevant to children in PNG and the global objectives of Save the Children.
- Promote a culture of learning and continuous improvement within the PNG country program.
- Contribute to a PDQ Community of Practice to enhance quality programming and technical excellence, working closely with the Regional PDQ Director.

Member of the Senior Management Team

- Contribute to the leadership, strategic vision and direction to the PNG country program as a member of the Senior Management Team.
- Lead the development of high-quality country and program strategies and annual plans, and reports.
- Support the development of an organisational culture that reflects our dual mandate, promotes accountability and high performance, encourages a team culture of psychological safety, learning, creativity and innovation, and frees up our people to deliver outstanding results for children and excellent customer service for our members and donors.
- Support the design and implementation of a coherent organizational structure that is consistent with agency practices and appropriate to program needs.
- Support the establishment, maintenance, and improvement of an active and regular working relationship with host government authorities and implementing partners.
- Develop and implement comprehensive change management strategies, conducting impact assessments to identify risks, and fostering a culture of openness and resilience within the organisation.
- Provide coverage for the Country Director as required.

Staff Management, Mentorship, and Development

- Develop a positive culture and focus on quality in the program implementation and PDQ teams.
- Prioritise and invest in structure, feedback, coaching and mentoring of PNG staff on a daily basis.
- Ensure that all PNG technical sector staff proactively build and maintain technical skills and competencies required for leading and/or advising high-quality development and humanitarian programs.

PNG Programme and Proposal Design and Development

- Identify and nurture strategic fundraising leads, concepts and opportunities to ensure adequate resources are secured.
- Lead the design and proposal development of cost effective, innovative, high-quality and child informed emergency and development programs.
- Identify where Save the Children Common Approaches may be used and ensure evidence and learning is disseminated to the global community of practice. Ensure a robust annual advocacy plan.
- Ensure the PNG Country Office builds a multi-sectoral, dual mandate portfolio reflecting priority technical and sector aspects of Save the Children's Global Ambition 2030.

Technical Assistance and Knowledge Management

- Ensure the provision of high-quality technical assistance and capacity building to all PNG country office programs, projects and staff by managing all internal and external technical assistance, including surge capacity during emergencies and ensure application of the TA protocols and tools.
- Ensure that the different technical sectors are coordinated, integrated and support each other to optimize programs and projects in PNG.
- Drive the integration of cross cutting issues into design and implementation including gender equality, disability inclusion, non-discrimination, child participation and child safeguarding across all PNG programs.
- Engage in relevant national and global networks.
- Establish systems for providing high-quality technical support to implementing partners including Government of PNG.
- Strengthen relationships and work practice between the PNG country office and Save the Children Quality and Impact.

Development of Partnerships and Networks

- Together with the Program Operations Director, establish and nurture constructive relationships and networks among relevant government, donor, civil society, academic and private sector stakeholders through effective liaison and collaboration.
- Ensure program partners have partnership agreements in line with Save the Children requirements including those for child safeguarding.
- Closely monitor partnerships to ensure they satisfy standards of good organisational practice and meet agreed results.
- Seek opportunities to provide capacity strengthening for local partners to improve outcomes and sustainability of organisations.

Monitoring, Evaluation, Accountability and Learning

- Foster and champion a culture of evidence building, learning, and advocacy across the region.
- Develop and implement a robust MEAL system in PNG.
- Ensure the delivery of PNG internal and external program/project evaluations in line with Save the Children and donor requirements, and execution of baseline/endline assessments, and periodic research in coordination with Program Operations Director.
- Ensure our work is accountable to children and other stakeholders through the establishment and management of effective accountability mechanisms and processes across the region.

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

Being a leader at Save the Children Australia means leading with heart, enabling others, and delivering results. Leaders are expected to uphold, and role model the behaviours outlined in our Leadership Framework.

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy & Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

All roles at Save the Children contribute to our impact for children.

At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

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

- At least five (5) years of management experience preferably in an I/NGO environment, including experience in directing and implementing programs for children in both emergency and development contexts. Prior experience working in PNG and/or the Pacific is an advantage.
- Demonstrated significant experience in health, education, protection, and/or livelihood sectors in a developing country context. Working experience in innovation and technology is desirable.
- Sound program cycle management experience and ability to work in a complex organisation structure.
- Demonstrated significant experience leading strategic planning, program design, and proposal development.
- Proven sound strategic thinking and planning skills, including ability to think creatively, analyse and be innovative, set priorities, manage work plans and evaluate progress. Ability to effectively establish a learning culture within an organisation.
- Highly developed relationship building, negotiation and interpersonal skills including with national government personnel and development partners. Experience in successfully establishing and managing collaborative relationships and partnerships with counterparts.
- Highly developed verbal and written communication, advocacy, and presentation skills. Fluency in written and spoken English. Tok Pisin desirable.
- Commitment to and understanding of Save the Children's aims, values and principles including rights-based, participatory approaches.
- Demonstrated leadership and management skills in a complex international setting.
- Strong representation and influencing skills.
- Demonstrated experience managing a diverse workforce, including effective performance management and utilisation of capacity building, coaching, and mentoring skills.
- Demonstrated use of positive coping strategies in fast paced environments.
- Conversant with diverse monitoring and evaluation methodologies, operational research approaches and integrated MEAL systems.

Required qualifications and/or accreditations

- Tertiary qualification/s in a relevant and related discipline in social and international development.

Additional Information

- 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
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required **Travel:** Required

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