

Regional Director of Program Development and Quality (PDQ)

Position Description

Reporting to:	Pacific Regional Director	Work location:	AUS/NZ/Pacific timezone
Department:	International Programs	Budget holder:	Yes
Team:	Pacific Regional Senior Leadership Team	Direct reports:	9

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.

As a member of the Pacific Regional Senior Leadership Team (SLT), the Regional Director of Program Development and Quality (PDQ) delivers on a comprehensive portfolio of programmes aligned to the global strategy, while ensuring resource mobilisation, measurement of impact and programme quality across 3 country offices, and Save Australia (SCA) programmes throughout the region. Through the Pacific Regional Director, the Pacific PDQ Director will have accountability to the Pacific Governance Group which includes members from all country offices, and three member offices: Australia, New Zealand, and Fiji.

The role holder ensures that all our work is aligned with child rights programming and meets standards for child safeguarding and gender equality. S/he manages a large, multi-national team of direct and indirect reports to ensure cross-functional engagement in the development and delivery of Country Strategy Plans (CSPs), developing annual plans and reporting on results at the Country Office (CO) level.

S/he is responsible for overseeing development and delivery of high quality, evidence-based, innovative programs for children, in all contexts, that contribute to Save the Children's global Breakthroughs: Survive, Learn, Be Protected. The Regional Director of PDQ ensures that a robust monitoring, evaluation, accountability and learning (MEAL) system is in place, that all COs engage in the collection and use of evidence and that this is shared across the global organization, and that reliable data is used for decision-making. One key aspect of the role is ensuring capability building, mentoring and coaching of technical specialists in order to support program quality in line with global standards and key performance indicators.

As a senior leader in the regional office, s/he plays a representational role with the government, donors, partners, peer agencies, Save the Children Members and others. The role ensures that a regional resource mobilisation team positions the country offices and Regional Programming Unit to attract funding from institutional donors, UN agencies, foundations and the private sector to match our strategic ambition.

Here your skills will be valued

Save the Children Australia currently operates in 3 countries alongside programming in other parts of the Pacific Region with a current expenditure of approximately \$45 million each year. As one of the most senior staff in the Regional Office, the Regional Director of PDQ must demonstrate the qualities of agile leadership. S/he plays a key role in defining and pursuing the strategic direction for Save the Children's programmes, ensuring the relevance, coherence, safety and impact of our programs for children in all contexts. This is a challenging role requiring an individual who can work with complexity and multiple tasks at one time. It demands dedication to demonstrating outcomes for children, experience in integrated child rights programming and a highly motivated leader. S/he has specific

oversight for 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. S/he takes a lead in establishing systems for program monitoring, quality improvement, accountability, evaluation and learning, and in ensuring that results are captured, shared and used to inform programs. The PDQ Director has the responsibility to build the capacity of, mentor and coach SC teams and individual staff in areas related to PDQ, ensuring the development of a strong national team.

Role requirements

Lead Strategy and Planning

- Support the development and delivery of the Pacific Regional Strategy, and Country Strategic Plans, aligned to Save the Children's global strategy and Theory of Change.
- Ensure a resource mobilisation strategy is supported for each country office and the region to match the regional and CSP ambition.
- Lead the country annual plan and country annual report exercises for the region, ensuring strong feedback loops that guide country offices to demonstrate impact.
- Develop and advance Pacific Regional Programme priorities that reflect the ambition of the Country Strategic Plans and support cross-country learning and innovation, while driving a strong digital transformation agenda.

Ensure Programme Quality

- Work collaboratively with SCA PQI team to ensure that evidence-based approaches, especially Save the Children's Common Approaches, are regularly implemented, evaluated and updated to ensure that we have the greatest positive impact on children.
- Monitor and respond to programme quality in the region through regular review of Programme Key Performance Indicators (KPIs), Management Indicators, Financial Indicators and Common Approaches uptake, providing direct feedback to country office teams on areas of achievement and needed improvement.
- Provide on-site and remote monitoring to country office teams in order to elevate programme quality, and highlight areas for growth, with PDQ and Operations teams, including strong advocacy and partnerships that reflect our full Theory of Change.
- Ensure Country Offices achieve Quality Standards and effectively manage risk in areas related to strategy, programme delivery, MEAL and resourcing.
- Support the roll-out of child safeguarding, safe programming and PSEA guidelines and practices to ensure that all programmes are designed safe for children, staff, volunteers and other stakeholders.
- Support gender equality across all our programming, and uplift inclusion as a way to ensure that the rights of all children are upheld.

Establish high-quality Monitoring, Evaluation, Accountability and Learning (MEAL) systems and practice

- Generate leadership support for MEAL and appropriate resourcing of MEAL functions so that all country offices can clearly demonstrate outcomes and impact for children.
- Ensure monitoring and evaluation systems, including data collection mechanisms, are used effectively to communicate impact and performance in all programme settings, including Humanitarian response.
- Drive effective collaboration between MEAL staff, Technical Specialists, Technical Advisors and program implementation teams to develop log frames, indicators, implementation plans, quality benchmarks, monitoring and evaluation frameworks and related tools.
- Work closely with country office colleagues to implement efficient and effective accountability systems, especially for engaging children in feedback mechanisms, drawing on digital options to consolidate and respond to actions.
- Provide tools and incentives to ensure that MEAL works with programme and operations teams to collect high-quality data for programme design and decision making, including needs assessments, baselines and human-centred design approaches.

- Support program learning and knowledge management within the Pacific Region, SCA PQI team, linking to the Global Breakthrough teams, the Research & Evidence Director and Members, along with the global working group on MEAL and Evidence and Learning.
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- Coordinate with country offices and regional office advocacy colleagues, to drive a regional research and learning agenda, ensuring evidence generation based on regional thematic and cross-thematic priorities is documented and shared.
- Create a culture of learning and of putting a premium on measuring and demonstrating outcomes and impact for children.

Drive strategic regional Donor Engagement and New Business Development

- Ensure new programmes and projects are built on a strong evidence base resulting from learning, drawing on needs assessments and situational analyses that include participation of children and other stakeholders
- Manage the needs/requests of SC members, donors and external partners to ensure quality results in programming
- Lead on and drive the Country Office portfolio funding strategy by working closely with the SLT on donor engagement, establishing a funding vibrant pipeline and working collaboratively with Members to generate new opportunities and write proposals
- Introduce innovative approaches to secure flexible funding to invest in quality, evidence and learning
- Work closely with the Director of Operations to ensure program quality standards are established throughout the project cycle and across the portfolio, including operational research to inform program improvements
- Support the establishment and management of strategic partnerships

Strengthen Technical Expertise across the region

- Lead on the identification, portfolio development and appointment of appropriate technical expertise at the regional level to support country offices and the Regional Programme Priorities.
- Lead the regional Technical Assistance brokerage function, ensuring that TA matches program demand and need, while drawing on and contributing to the Global Expertise and Humanitarian Surge Platform (GEHSP) with a special focus on building national staff capacity.
- Support and create opportunities for high-quality, integrated programme design and research amongst the regional technical experts.
- Develop a systems approach for capacity building of technical staff, particularly in supporting career pathways of national staff to take on thematic leadership in the region; aligning with global initiatives on technical expertise career development.
- Ensure resourcing for regional and country office technical expertise in line with global principles and resource allocation.
- Drive and support processes to align and coordinate Member technical assistance, including promoting Save the Children identified Common Approaches for country and regional programmes.
- Identify and develop regional talent as potential successors for senior leadership roles to further enhance evidence-based program quality work in the region.

Identify and build PDQ Director talent

- Support country office PDQ Directors on an on-going basis, establishing and maintaining a robust community of practice across the region.
- Assist Country Directors in hiring, onboarding and regularly coaching PDQ Directors. This includes supporting alignment of annual performance objectives with relevant country, regional and global priorities; ensuring cross-learning between the PDQ roles and talent development for succession in the region.
- Participate in the PDQ Accelerated Development Programme sessions, and other leadership development opportunities to build capacity of the PDQ team in the region.

Represent programme thought leadership in the Pacific region

- Provide programme leadership, strategic vision, coherence and direction to the regional office as a member of the Senior Leadership Team (SLT).
- Ensure appropriate staffing, budgeting and performance management within the Program Development and Quality team and that all staff understand and are able to perform their role in full spectrum programming.
- Drive effective working relationships with SCI PTS team, identifying technical expertise as needed to support programmes and advocacy.
- Develop, maintain and role model good relationships with Members, the global Program Quality & Impact Team, and senior managers, and support the development of an organisational culture that reflects our values and frees up our people to deliver outstanding results for children.
- Model effective business partnerships with Operations, Awards, Finance, Advocacy, HR and Humanitarian Response functions.
- Engage with relevant external regional and global stakeholders, especially UN agencies, that support realisation of the strategy, and specifically the regional programme priorities.
- Participate in SLT decision making around budgeting, risk management, security incidents and regional management.

Health, safety, security and risk management

- Model safe behaviour by following all workplace policies, procedures, work instructions and training
- Work safely at all times and consider the impact of your work practices on your own and others' physical safety and psychological wellbeing.
- Report all incidents, injuries and potential hazards in a timely manner
- Take part in safety activities and improvements, contribute to a culture that supports physical and psychological health.
- Identify, document and manage risks in your programs and work environment, putting controls in place to reduce physical and psychological harm.
- Ensure staff maintain required and mandatory training, including background checks, working with children checks and training related to physical and psychosocial safety.
- Promote strong governance and a culture that prioritises both physical and psychological safety, wellbeing and operational risk management.
- Provide clear proactive leadership on safety, security and wellbeing by addressing physical and psychological risks and supporting continuous improvements.

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.

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.

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 10 years' experience in a senior role driving humanitarian and development programming in complex environments, including substantial experience with large scale programming and strategy development.
- Experience in developing and implementing organisational vision and strategies.
- Extensive experience managing diverse, complex and high performing teams and supporting professional development opportunities for national and regional staff.
- Demonstrated professional experience designing and implementing programming within at least one of Save the Children's thematic areas (health & nutrition, education, child protection, child poverty and child rights governance) or regional cross-thematic areas (adolescents, climate, gender and partnership).
- Demonstrated ability to lead and thrive in a matrix management environment with a proven history of delivering results.
- Demonstrated experience in program design and research and evidence generation initiatives.
- Strong experience in structured program learning approaches, including design and implementation of action research methodologies that can guide programmatic excellence and policy change in humanitarian and development contexts.
- Cultural sensitivity, with excellent interpersonal and communication skills including influencing, negotiation, training and coaching.
- Demonstrated experience in establishing strategic partnerships with key stakeholders like local NGOs, UN, donors, government and research institutions.
- Strong written and oral English skills.
- Demonstrated ability to build personal networks at field and senior levels.
- Experience in solving complex issues through analysis, defining a clear way forward and ensuring stakeholder buy in.
- Commitment to Save the Children values.
- Ability and willingness to change work practices and hours in the event of major emergencies.
- Willingness to travel in developing countries (time on travel will vary from 20-30%).

Desirable

- An advanced degree in a relevant field either in relation to research, humanitarian and development studies, monitoring and evaluation or in one or more of Save the Children's thematic areas (education, health & nutrition, child protection, child rights governance and child poverty) or cross-thematic areas (gender, adolescents & youth, climate) is considered a plus.
- Professional experience of Pacific region considered a plus.

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:** Up to 30%

Working with Children Check: Required **Assets:** Tools of trade