

# Program Quality Lead Position Description

<b>Reporting to:</b>	Head of PQI	<b>Work location:</b>	Remote/Hybrid
<b>Department:</b>	International Programs	<b>Budget holder:</b>	No
<b>Team:</b>	Quality Services	<b>Direct reports:</b>	Nil

## Here you'll make a difference

*At Save the Children Australia, we attract smart 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.*

This is a Country Office (CO)-facing advisory role that exists to raise the execution quality and credibility of programs under real-world constraints by bringing a disciplined blend of:

- Quality assurance that prevents rework (early, consolidated, decision-grade review) and then converts those decisions into executable program controls across results, inclusion, implementation planning, budget sequencing, and evidence.
- Monitoring and evidence rigour that stands up to donor scrutiny and improves delivery control.
- Practical inclusion that is operationalised in plans, budgets, measurement, and partner delivery, not left as narrative intent.

The Program Quality Lead is not an advisor on the sidelines. The role's value is the ability to take delivery realities (constraints, imperfect data, shifting assumptions, variable partner capability) and translate them into implementable improvements across program architecture: results frameworks/logframes, implementation plans/workplans, risk controls, reporting packs, and budget sequencing.

How the role engages COs: the Program Quality Lead operates as a high-trust, high-standards critical friend who is outcome-oriented, consolidated (one coherent action set, not fragmented inputs), time-bound and scoped, capability-building by design (tools and coaching that reduce dependency), and AI-augmented (approved tools that increase speed, consistency, and traceability while retaining human judgement and accountability).

The Program Quality Lead is expected to challenge weak assumptions and default practices when they undermine delivery or credibility, while remaining pragmatic and partnered: success is making CO teams faster, clearer, and more confident, without adding bureaucracy.

## Here your skills will be valued

### Role requirements

#### 1) Decision-grade quality assurance

- Provide early-cycle, consolidated QA on priority donor-facing and delivery-critical products (e.g., inception deliverables, workplans/DIPs, results frameworks/logframes, monitoring plans, donor reports, change requests, close-out packs).
- Focus on the issues that materially affect delivery and donor confidence: logic breaks, unmeasurable outcomes, weak indicators, inconsistent narratives, unfunded/poorly sequenced activities, inclusion gaps, and evidence vulnerabilities.
- Deliver clear outputs that enable action: what must change, why it matters, the minimum standard, and the practical fix.

#### 2) Monitoring and performance insight

- Diagnose program performance using available data (implementation progress, output quality, emerging outcome signals, partner performance, QA findings, narrative/evidence consistency).
- Translate what the data says into specific changes to programs: revised indicators/targets, re-sequenced workplans, updated DIP logic, strengthened evidence plans, and sharper reporting narratives.
- Help teams separate signal from noise and make confident calls under uncertainty.

### **3) Results architecture and measurement integrity**

- Strengthen results logic end-to-end: causal pathways, assumptions, attribution boundaries, realistic contribution claims.
- Improve indicator quality: definitions, disaggregation, baselines/targets realism, data sources, collection feasibility, accountability assignment.
- Strengthen monitoring plans so they are usable for delivery management and donor reporting, without inflating burden or complexity.

### **4) Evidence discipline and defensibility**

- Strengthen how evidence is identified, stored, linked, and referenced so key results are defensible.
- Establish pragmatic minimum routines for evidence integrity and data quality (clear responsibilities, lightweight checks, traceable documentation).
- Ensure donor narratives are consistent with results frameworks and available evidence; where evidence is thin, design realistic remediation.

### **5) Inclusion as an operational standard (GEDSI and disability inclusion emphasis)**

- Embed inclusion into program logic, implementation arrangements, resourcing, partner expectations, monitoring/disaggregation, and risk controls.
- Challenge checkbox inclusion and replace it with measurable, resourced, feasible inclusion decisions that hold under delivery constraints.
- Support teams to make inclusion trade-offs explicit and defensible when constraints bind (time, access, partner capability, data limits).

### **6) Design-to-delivery coherence**

- Stress-test whether the design is executable: sequencing, dependencies, staffing, procurement/logistics, partner capability, access constraints, data constraints.
- Strengthen coherence across the chain: narrative, results framework, workplan/DIP, budget, risk register, and reporting pack.
- Support alignment of budget sequencing to delivery sequencing and monitoring requirements (so the program can actually run as designed).

### **7) Constructive disruption and improvement under constraint**

- Identify recurring failure modes (e.g., brittle logframes, overbuilt monitoring, un-costed inclusion commitments, narrative-evidence misalignment, late QA) and fix them at source.
- Introduce smarter, simpler ways of working that reduce cycle time and rework, without creating process for its own sake.
- Take an entrepreneurial stance: propose bounded experiments, test improvements quickly, scale what works, and retire what doesn't.

### **8) AI-augmented delivery**

- Use approved AI and digital tools to increase speed, consistency, and traceability in structured tasks such as: consolidated QA synthesis, cross-document consistency checking, gap analysis against standards, evidence tagging, and first-draft development.
- Maintain strong human accountability: appropriate judgement, safe information handling, and compliance with organisational AI and data governance requirements.
- Build reusable assets (prompt packs, checklists, templates, short guides) that strengthen consistency across the portfolio without tool sprawl.

### **9) Trusted partnering with backbone**

- Work as a high-trust partner to CO teams: practical, responsive, and respectful of constraints.
- Hold the line on minimum standards when credibility, measurability, inclusion integrity, or delivery feasibility are at risk.
- Escalate material risks early where required (credibility failure, major compliance exposure, safeguarding concerns, data/privacy risks).

### Key relationships

- Country Offices: PDQ leadership, MEAL leads, GEDSI/disability inclusion focal points, program and awards staff, finance counterparts (as needed for budget logic and sequencing).
- Internal stakeholders: PQI colleagues, program/award management functions, safeguarding and risk focal points, data governance support, relevant systems/data colleagues.
- External: partners and specialists/contractors (as required); the Program Quality Lead ensures inputs integrate into a coherent final output and do not create fragmentation.

### Decision authority

- Authority to provide consolidated QA actions and technical recommendations that shape deliverables and delivery decisions.
- Authority to call out non-credible or non-implementable elements early and propose alternatives.
- Final donor submission authority only where formally delegated; otherwise the role strengthens the quality of what COs submit and deliver.

### 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

### 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

### 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

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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

- Demonstrated technical depth in at least one thematic area relevant to SCA's portfolio (e.g., education, child protection, health, nutrition, WASH, livelihoods, climate adaptation), with the ability to apply that depth across a broader quality and monitoring remit.
- Demonstrated breadth across program quality, monitoring/results, and inclusion, with evidence of improving delivery in complex operating environments.
- Proven ability to translate evidence and performance signals into implementable changes to: results frameworks/logframes, workplans/DIPs, reporting products, and budget sequencing.
- Strong analytical capability (structured data review, pattern recognition, and practical implications for delivery decisions).
- High-quality writing and synthesis for donor-facing outputs: clear, decisive, evidence-anchored.

- Strong influence skills: able to challenge constructively, facilitate decisions, and drive uptake without formal authority.

#### **Desirable knowledge or experience**

- Track record of questioning orthodox practice and improving ways of working without increasing bureaucracy.
- Experience in federated/multi-office environments and partner-heavy delivery models.
- Demonstrated AI-augmented workflow capability applied responsibly to improve speed and consistency.

#### **Required qualifications and/or accreditations**

- Relevant tertiary qualification in international development, public policy, social sciences, education, public health, economics, statistics, or a related discipline (or equivalent demonstrated experience).
- Formal training or certification in results-based management / MEAL / M&E (e.g., RBM, logframe design, evaluation, DQA, indicator development) or equivalent applied experience.
- Demonstrated qualification/training in GEDSI, gender equality, disability inclusion, and/or social inclusion (or equivalent applied portfolio experience integrating inclusion into program design, delivery, and measurement).
- Demonstrated data and analysis capability supported by training in quantitative and/or qualitative methods (e.g., applied statistics, research methods, data visualisation) or equivalent applied experience.
- High proficiency with standard digital productivity tools (Microsoft 365 suite) and data tooling (e.g., Excel; Power BI or equivalent desirable).
- Demonstrated capability using approved AI-enabled tools responsibly in professional workflows (prompting, synthesis, structured QA), with evidence of applying governance and human-in-the-loop accountability.
- Eligibility to work in the relevant hiring location and ability to travel internationally as required.

#### **Additional Information**

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- 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

<b>Driver's Licence:</b>	Not required	<b>Travel:</b>	Travel as required to support COs, partners, and priority workshops.
<b>Working with Children Check:</b>	Required	<b>Assets:</b>	Laptop