

Expression of Interest Program Quality Consultant

Contract Duration: 1 year

- Note that WV Vanuatu will select one consultant to work minimum 2 days a week, and a range of both local and international consultants for standing contracts to support the Program Quality Team throughout the year. Consultants for standing contracts will be contacted for work based on Program Quality Team needs throughout the year.

Position Location – Remote or Anywhere in Vanuatu

World Vision Vanuatu is seeking preferred Consultants of Program Quality. This could be local or international consultants who are interested in providing both face to face and remote support to Program Quality functions, including project designs, reports, baselines, and evaluations. The Consultant will;

- Be able to work independently as well as ensuring effective and efficient communication with the Program Quality team ensuring cohesive team work and good information flow.
- Also lead the contextualization of WVI tools and processes to ensure WV Vanuatu is aligned with WV partnership processes and global best practice, especially in relation to community feedback processes and involvement of children and youth in Program Quality activities such as baselines and evaluations.
- Provide regular support to PQ/Operations, Portfolio Managers and other PQ staff to ensure high quality grant management and PQ outputs
- Ensure high quality of Monitoring, Evaluation and Learning systems and community engagement/feedback processes for key grants to support a credible evidence base for informed programming decision making, and meaningful community engagement
- Work effectively, efficiently, and in cooperation with the Programme Quality team ensuring cohesive team work and good information flow.

A sample job description can be found on the next page.

Expressions of Interest must include:

- A cover letter detailing why you are interested in this position
- Candidate's CV detailing program quality experience; and
- A daily rate and statement of availability for in-country work through-out the calendar year of 2021 (with a particular focus on the months of February-May).

To submit an expression of interest,

By post: People & Culture, World Vision Vanuatu Office, PO Box 247, Port Vila; or

By email: job_WVV@wvi.org or

In person: World Vision Vanuatu Office, Rue Artoi, Saralana Field (next to the Cultural Centre) or World Vision Northern Area Programme Office, Luganville, Santo (at the back of Chiefs Nakamal) or World Vision Tafea Area Programme Office, Isangle, Tanna

**WORLD VISION VANUATU
Program Quality Officer**

KEY POSITION INFORMATION			
Job Title	Program Quality Officer	Grade	consultant
Reports To	Portfolio Quality Manager		
Department/Group	Program Quality	Location	Remote or Anywhere in Vanuatu

WORK CONTEXT / BACKGROUND:

World Vision Vanuatu is a Christian humanitarian organization dedicated to working with children, families and communities to overcome poverty and injustice. Since 1981, we have been working to transform communities through delivering programming in education, health, water and sanitation, gender relations, agriculture, and sustainable livelihoods. In line with the Vanuatu Government's National Sustainable Development Plan *Vanuatu 2030: The People's Plan*, World Vision – in partnership with communities – delivers programs that are relevant, cost-efficient, effective, and make a lasting difference. Community development is a key focus of World Vision Vanuatu, with 80% of our staff based in the communities where we work.

KEY FUNCTIONS OF THE ROLE:

ROLE DIMENSION / DESCRIPTION	Results Expected	Time Spent
<p>I) Regular support provided to PQ/Operations, Portfolio Managers and other PQ staff to ensure high quality grant management and PQ outputs</p> <ul style="list-style-type: none"> Lead and or contribute to the drafting of program quality documents including report writing, designs, ToRs for other consultants, baselines and evaluations. Ensure documents meet donor and international best practice quality standards. Ensure that the programming capacities of WVV staff is adequately built. 	<p>PQ documents meet international donor standards.</p> <p>Program reports clearly reflect team input and program achievement.</p> <p>Whenever possible, capacity of local colleagues, especially portfolio managers and program quality officers, is built through training, or remote review sessions.</p> <p>The Portfolio Quality Manager is aware of issues that affect</p>	50%

<ul style="list-style-type: none"> • Provide targeted surge support to other WVV functions including GAM through drafting concepts, technical support (pending the qualification of PQ Consultant), and operations surge support. • Raise timely and appropriate red flags to the Portfolio Quality Manager regarding reputational risk, delays to key deliverables, implementation concerns, etc. 	<p>implementation and WVV reputation such as delayed outputs/deliverables to donors/Support Offices, staff performance, etc.</p>	
II) Ensure high quality of Monitoring, Evaluation and Learning systems and community engagement/feedback processes for key grants to support a credible evidence base for informed programming decision making, and meaningful community engagement		30%
<ul style="list-style-type: none"> • Assist WVV to develop inclusive community feedback mechanisms with all Area Programmes to have community feedback mechanisms by the end of 2020 • Develop community feedback process maps and guidelines for all Portfolio Manager and Programme Quality Officers to ensure key project results and information is effectively fed back to communities • Support WVV to contextualize WVI processes ensuring the voice of children and youth in programme design, implementation, and evaluation. • Assist with the development of planning and reflection resources/checklists to support adaptive programme management within portfolios 	<p>Communities know how and why to give feedback and most vulnerable groups such as people with disabilities and or their carers can use the established mechanisms.</p> <p>Key project data are effectively shared with community members, taking into account ways to reach people with disabilities and low literacy audiences.</p> <p>Community members, including children are consulted in project design and evaluations, ensuring these processes/documents reflect their needs and opinions.</p> <p>Outcomes/outputs of learning and reflection events are documented and analysis and applicable action plans developed ensuring programmes are adapting to lessons from learning and reflection.</p>	

III) Work effectively, efficiently, and in cooperation with the Programme Quality team ensuring cohesive team work and good information flow.		10%
<p>Workload is effectively planned and managed across various tasks and organization needs.</p> <p>Maintain constant, proactive and clear communication with PQ team members. Maintain excellent team relationships, fostering a culture of teamwork, trust and mutual respect in pursuit of 4C4C4L.</p> <p>Ensure all corporate paperwork (PR, EER, Cash Advance, TAF, etc.) comply with WVI transparency and accountability guidelines and are filed on time and accurately with the appropriate departments.</p>	<p>The PQQ regularly updates their workload/tracking calendar leading to effective task management. In periods of high workload, the PQQ flags with the PQM when they need support prioritizing tasks. Similarly, the PQQ flags when they have bandwidth to support on additional tasks.</p> <p>Input, insight, and feedback is readily provided during meetings and catch-ups. The PQQ uses initiative to establish additional meetings as needed to ensure smooth communication with PQM.</p> <p>Corporate paperwork meets WVI rigorous standards in order to comply with grant anti-fraud and transparency guidelines.</p>	

No. Direct Report:	0 – but role will be expected to supervise consultants and provide support	Positions Supervised:	Potential supervision of other consultants or staff if a surge-support mission is agreed
Other Reporting Relationships	Portfolio Quality Manager		

The ideal person for this role will have the following skills and abilities

Knowledge, Skills, Abilities: <i>(The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.)</i>		
Education	Bachelor's degree– Master's degree is desirable	Essential
Knowledge & Skills	Excellent written and verbal communication - fluency in English required. Bislama is highly desirable.	Essential
	Relational skills, especially in a cross-cultural environment	Essential
	Strong planning, organisational and project management skills and ability to prioritise and handle multiple tasks.	Essential
	Ability to maintain calm and work under pressure to strict deadlines. Ability to work gracefully under pressure.	Desirable
	Computer literate in Microsoft Office, email and Internet.	Essential
	Ability to analyse and solve problems, persuade, network and negotiate.	Essential
	Demonstrated technical experience in implementing monitoring and evaluation theory, processes, and systems.	Desirable
	Experience in Kobo Toolbox coding and analysis for data collection	Desirable
	Demonstrated ability to work with autonomy, whilst working within a team to deliver high quality team products	Essential
Demonstrated high quality analysis and reporting skills.	Essential	
Experience	Experience in programme or project design, implementation, monitoring, evaluation and report writing,	Essential
	Experience in development in Vanuatu or the Pacific	Essential
Work Environment	Local or Remotely based International travel to Vanuatu may not be possible in 2021.	

Important Functional Relationships:		
Contacts	Reason for Contact	Frequency of Contact (Daily, Weekly, Monthly)
Internal		
Program Quality Team (PQD, PQM, PQOs, Portfolio Managers)	Coordination of reporting and activities	Daily, weekly.
Other PQ Consultants	Coordination of reporting and activities	Monthly

Area or Sector Managers	Planning & Implementation	Daily, weekly
Regional Specialist	Strategic Alignment and technical advice	Rarely
Finance & Grants Departments	Funding acquisition, monitoring and reporting	Rarely

Major Challenges:	
Challenge	Possible Approaches/Solutions
Building collaborative relationships and effective communication remotely	Encourage proactive dialogue and other methods of communication such as skype
Working across multiple deadlines and reporting periods, across various projects and sectors	Encourage up to date task planning through a shared file document such as smartsheet which can be easily accessed by key stakeholders.

Prepared by: Sofia Lardies	Date: 02 February 2021
Reviewed/Approved by: Kendra Gates Derousseau	Date:
Hiring Manager: Kendra Gates Derousseau	
Position Holder:	To be revised: February 2023