

# MARY MACKILLOP *today*

## Position Description

### Program Quality & Compliance Manager, Timor-Leste

**Organisational Environment:**

Mary MacKillop Today is the aid and development organisation of the Sisters of St Joseph. It seeks to transform lives of those affected by vulnerability or marginalisation through access to education and learning of practical life skills. Mary MacKillop Today is a member of the Australian Council for International Development (ACFID) and is fully accredited by the Department of Foreign Affairs (DFAT) and Trade and receives funding through the Australian NGO Cooperation Program (ANCP).

The Sisters of St Joseph commenced work in Timor-Leste in 1994 as the Mary MacKillop Institute of East Timorese Studies, and Mary MacKillop Today now has an office in Becora with over 40 staff. Mary MacKillop Today in Timor-Leste is best known for its work in Tetun Literacy and Teacher Training, parents' education, and health literacy. Mary MacKillop Today works closely with the Timor-Leste Ministry of Education and Ministry of Health in the delivery of our programs.

**Position:**

Program Quality & Compliance  
Manager

**Reports to:**

Country Director

**Supervises:**

The Program Quality & Compliance Manager will directly supervise and manage six staff members in the Programs Team; the Literacy Program Coordinator, Parents Program Coordinator, Health Program Coordinator, MLC Program Coordinator, Livelihoods Program Coordinator, and the Learning and Effectiveness Manager.

**Primary objective of the role:**

The primary objective of this role is to manage and support the programs team at Mary MacKillop Today to enhance program quality and reporting, and ensure our external compliance standards are met. The Program Quality & Compliance Manager will assist the Mary MacKillop Today office in Timor-Leste to demonstrate best practice in design, implementation, overseeing, monitoring and evaluation of projects through the implementation of our Design, Evaluation and Learning Framework. The Program Quality & Compliance Manager will work with the programs team to build and maintain a culture of compliance to ensure Mary MacKillop Today's internal and external compliance obligations are met and maintained, including those with ACFID and DFAT. The Program Quality & Compliance Manager will also be responsible for the management of all staff in the Programs Team, including conducting performance reviews, developing workplans and KPI's, and identifying areas of professional development as required.

**Major areas of responsibility:**

The Program Quality & Compliance Manager has the following major areas of responsibility:

1. Management of programs team staff
2. Strengthening program quality and effectiveness
3. Overseeing program compliance and risk management
4. Reporting and stakeholder networking

**Statement of duties:**

The following duties are aligned to the 4 major areas of responsibility of the Program Quality & Compliance Manager:

<p><b>1. Managing program staff in Timor-Leste</b></p>	<p>The Program Quality &amp; Compliance Manager will:</p> <ul style="list-style-type: none"><li>• Model integrity, justice and fairness and treat all people with respect, sensitivity and courtesy.</li><li>• Manage program staff by developing workplans with them that include learning and development plans that assist the staff to meet their responsibilities and develop within Mary MacKillop Today.</li><li>• Conduct regular performance reviews, including meeting regularly with program staff to review progress, give recognition and discuss and resolve any issues.</li><li>• Establish good communication and information flows within the programs team, including setting up regular meetings</li><li>• Support the Country Director in the development and maintenance of effective HR processes and procedures.</li></ul>
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**2. Strengthening program quality and effectiveness**

The Program Quality & Compliance Manager will:

- Work with national Program Coordinators to strengthen design, implementation and monitoring/evaluation of current and planned activities.
- Provide substantive inputs to enhance the quality of project planning and reporting documentation, including multi-year and annual project designs, progress reports and final reports.
- Review and consolidate progress reports as developed by Program Coordinators by providing necessary inputs and feedback before sending to the programs team in Sydney.
- Support Program Coordinators to develop and monitor project budgets with assistance from the Finance unit.
- Oversee project portfolios implementation by establishing project dashboard management systems to ensure all project outputs and activities are timely carried out to achieve its target objectives within the prescribed timeframe.
- Support Program Coordinators to write Terms of Reference and Memorandum of Understanding for project consultants and key partners.
- Support Program Coordinators to improve project monitoring and evaluation, including reviewing and providing input to data collection and storage, analysis and reporting processes.
- Contribute to organization-wide learning and strategic program planning in-line with the Timor-Leste Country Strategy and MMT Learning for Life Strategy.
- Support Program Coordinators to integrate key cross-cutting issues into program design, analysis and implementation, including gender, disability, and environment.
- Support and develop the role of cross-cutting issue Focal Points, including developing action plans and monitoring progress.

<p><b>3. Overseeing program compliance and risk management</b></p>	<p>The Program Quality &amp; Compliance Manager will:</p> <ul style="list-style-type: none"> <li>• Monitor and ensure program compliance with Mary MacKillop Today policies and procedures and regularly review compliance with all relevant program staff.</li> <li>• Monitor and ensure program compliance with ACFID and DFAT requirements and any associated reporting.</li> <li>• Provide and support training for staff on key policies and maintain a training register to track and monitor progress.</li> <li>• Provide oversight of policies and procedures impacting project design and delivery in the community, in particular the safeguarding of children and vulnerable people.</li> <li>• Contribute to and provide feedback to the review and development of MMT’s policies together with Sydney-based staff.</li> <li>• Manage and support key compliance-related Focal Points including Safeguarding, WH&amp;S and Complaints, including ensuring reporting mechanisms are available and accessible.</li> <li>• Assist in the development of ADPans and Performance Reports for ANCP funded projects.</li> <li>• Assess, monitor and manage program risks, ensuring project-level risks are regularly assessed and reported on and supporting the Country Director to update the Timor-Leste Risk Register.</li> <li>• Conduct regular safety audits of programs to ensure all practices are in-line with MMT’s Safety and Security Guidelines.</li> </ul>
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<p><b>4. Reporting and Stakeholder Communication</b></p>	<p>The Program Quality &amp; Compliance Manager will:</p> <ul style="list-style-type: none"> <li>• Proactively identify opportunities for grants and oversee grant proposal writing in consultation with the Country Director and the Programs Group Leader.</li> <li>• Work with program staff to deliver high-quality donor reporting in the most effective way possible, including ANCP reporting.</li> <li>• Act as the key focal point for Mary MacKillop Today for the ANCP program, including managing and coordinating monitoring visits undertaken by DFAT Staff.</li> <li>• Together with the Country Director, represent Mary MacKillop Today at key stakeholder meetings and working groups.</li> <li>• Participate in meetings between staff as appropriate.</li> <li>• Collaborate with Sydney-based staff engaged in program activities including project planning and financial management, project progress meetings, monitoring, reviewing and evaluation of projects and review of staff working on projects including staff development.</li> </ul>
<p><b>Other</b></p>	<p>The Program Quality &amp; Compliance Manager will work with the Country Director to develop and implement a work plan that:</p> <ul style="list-style-type: none"> <li>• Includes learning and development activities particularly related to understanding development and project management</li> <li>• May include other duties related to the role</li> </ul> <p>This role will evolve to capitalise on the individual strengths and initiative of the person in the position.</p>

## **Qualities and Capabilities:**

### **Values**

All staff based in Timor-Leste agree to uphold the values, policies and procedures of Mary MacKillop Today in Timor-Leste by:

1. Being honest, reliable and hardworking
2. Respecting the rights and dignity of each person
3. Listening attentively to the views of each person
4. Working as part of a team
5. Acting in the best interests of Mary MacKillop Today in Timor-Leste at all times
6. Maintaining confidentiality

### **Background and skills**

1. Relevant university qualifications
2. At least 5 years' experience in the management of development programs with an international NGO, aid agency or other development organisation preferably in a capacity building context
3. Experience in the design and development of program strategies and complex project interventions, including familiarity with logical framework approaches and mainstreaming of key cross-cutting issues
4. Good understanding of large institutional or governmental donor compliance requirements and confidence in managing these, including those of DFAT and ACFID.
5. Experience delivering training and building organisational capacity in program quality and compliance
6. Excellent oral and written communication skills in both English and Tetun, including the ability to develop high quality reports based on donor reporting guidelines
7. Strong team building and leadership skills, and ability to confidently develop team action plans with minimal direction
8. Experience in and the ability to create and sustain long term partnerships with key stakeholders including community members, government agencies and donors
9. Previous experience managing DFAT or other institutional funds would be desirable

### **Other Requirements**

1. Flexibility to vary working hours to fulfill requirements of position if needed
2. Demonstrated proactive, flexible approach and ability to work under pressure and to organize and manage workload to meet deadlines
3. Willingness to travel to the field and remote areas on a frequent basis
4. Demonstrated commitment to the values and principles of Mary MacKillop Today
5. Preferred Candidate must be willing to undergo a criminal record check and/or obtain a declaration from their local community leader verifying they are safe to work with children and vulnerable populations

**Risk Management:**

The Program Quality & Compliance Manager will:

1. Observe safe work practices in accordance with policy, training and instructions
2. Identify, report and where appropriate, take action to eliminate or prevent the risk recurring
3. Promote and implement occupational health and safety and risk prevention processes within the workplace

N.B. risks arising in the workplace may be financial, site, task or person specific or related to safety

**Key Communication:**

**Internal:**

*Timor-Leste*  
Country Director  
Program Coordinators  
Learning & Effectiveness Manager

*Australia*  
Programs Group Leader, Australia  
Programs Officer, Australia

**External:**

*Timor-Leste*  
Government authorities in Timor-Leste  
Ministry of Education  
Ministry of Health  
INFORDEPE  
Local communities  
DFAT  
Relevant Partners

**DATE POSITION DESCRIPTION AGREED** \_\_/\_\_/\_\_

**OCCUPANT:**  
**(PRINT NAME)**

\_\_\_\_\_

**SIGNATURE:**

\_\_\_\_\_

**MANAGER:**  
**(PRINT NAME)**

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**SIGNATURE:**

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**REVIEW OF POSITION DESCRIPTION**

This position description should be reviewed annually.