

## Programme Quality and Development Coordinator

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Company: Concern Worldwide

Location: Turkey

Category: other-general

### Job Description

#### Programme Quality and Development Coordinator

#### Türkiye

This is a 12 month role with unaccompanied terms based in in Gaziantep with Grade 4 Salary of €45,457 - €50,509, with travel to programme sites within Türkiye.

The Programme Quality and Development Coordinator will report to the Programme Director for Türkiye and north west Syria and will lead the Programme development and quality team with line management of the MEAL (Monitoring, Evaluation, Accountability and Learning) and Information Management Teams. You will work closely with the Programme Coordinators, and Dublin based Programme Approaches and Learning Unit Technical Advisors and the Desk Officer.

**Your purpose:** You will lead on the development of programme concepts and proposals, along with the preparation of donor and internal reporting. You will ensure high quality programme design and implementation through the continued critical review of M&E systems, ensuring learning is incorporated in programme design, and cross cutting issues including gender and protection, are systematically included.

#### **You will be responsible for:**

##### **Programme Development:**

Lead on proposal development with the programme, support teams and partners to ensure a coordinated plan and strong programme logic in line with the programme strategy

Support the development and delivery of programming in line with Concern strategy and

Theory of Change across all aspects of the project development cycle and in all

Coordinate processes to ensure program quality including the full program cycle, strengthening systems for proposal development, program implementation, monitoring and evaluation and

Ensure that Concern mainstreaming policies and How Concern Understands Extreme Poverty are understood by all staff, partners and are implemented at all levels, both in the programmes with partners and

Develop fact sheets and videos on programme quality initiatives and best practice

Promote a culture of shared learning across all programme locations and with colleagues in the region including organising quarterly programme meetings

### **Monitoring, Evaluation, Accountability and Learning:**

Oversee the integrated and results based M&E system that provides appropriate measure of programme progress against agreed

Support the M&E team in coordinating and strengthening programme-level M&E activities, including implementation of baseline, midline and endline

Support the M&E team in the implementation of technical surveys working (e.g. SMART, KAP) with the relevant programme teams to ensure that data collection techniques are robust.

Oversee the implementation of a robust complaints and response mechanism (CRM) and ensure that any feedback or complaints from stakeholders are handled in an appropriate and systematic

Develop a knowledge management system to capture lessons learned and disseminate these within Concern Türkiye and wider.

Ensure all aspects of the programme activities adhere to programme quality standards and policies (PM&E, accountability and mainstreaming) in a coherent and integrated

Ensure that agreed reports and other information are communicated in a timely and relevant manner to various

Prepare for, and oversee any research activity conducted by the country programme, both

directly and through consultants and ensure research outcomes are clearly

Facilitate support visits from technical advisors and ensure dissemination of

### **Support to Programme Management:**

Liaise with Programme Coordinators and other colleagues to complete internal, HQ and /or reports as

Participate in preparing complete, accurate and realistic budgets for donor proposals and as part of Concern's internal budget procedures.

Support programme staff in the writing of human success stories and case studies to illustrate key outcomes and impact of programme interventions for annual and donor

Ensure the allocated budget for programme quality is utilised effectively and any necessary adjustments are requested in a timely manner.

Ensure that all grant documents are properly archived for reference and retrievable for donor and other audits and otherwise whenever required.

Promote donor compliance, ensuring that programme managers understand and adhere to donor regulations as stipulated in donor

### **Capacity Building:**

Provide needs-based training for Concern staff and partners on Project Cycle Management System and PM&E tools that will enable the teams to implement the PM&E plan effectively.

Expose staff to a range of PM&E methodologies for the collection of both qualitative and quantitative data

### **People Management:**

Directly Manage the MEAL, Information Management and Grants Management teams, contributing to their capacity building and career development through technical support and on-the-job training and coaching, including a thorough induction at the start of their contract.

Monitor and review performance of these staff and hold them accountable for meeting their success criteria; give corrective feedback where required and take decisive action in the

case of poor

Ensure, where line management is applicable, that these staff meet the requirements above for each of their team

Ensure that work within the team(s) is planned and organised in a way which will meet the organisation's needs in the most cost effective manner possible.

Work to instill a sense of responsibility, accountability and pride in programme excellence within the team within the framework of Concern policy and procedures.

**Other:**

Actively participate in collective exercises such as the implementation of the Country Strategic Plan and other Concern initiatives.

Take measures to address equality and protection issues, particularly relating to gender, in programme as well as operational (e.g. HR)

Ensure the highest stands of accountability through ensuring good communication and information sharing within and outside the programme and enabling staff, beneficiary and other stakeholder participation at all stages of the project

Comply with all of Concern's policies and procedures (P4, Safe Guarding, finance, logistics, HR, security management etc.).

Actively participate in any emergency response if called upon to do so (within the existing programme area or in a new one).

Undertake other related duties as may reasonably be assigned by the line manager

Represent Concern in national and where appropriate technical working groups, cluster meetings and technical fora

**Accountability**

In line with Concern's commitments under the Core Humanitarian Standard (CHS):

Actively promote meaningful community participation and consultation at all stages of the project cycle (planning, implementation, M&E);

Work with relevant colleagues to ensure that the Complaints and Response Mechanism

(CRM) is functional and accessible, that feedback and complaints are welcomed and addressed;

Work with relevant colleagues to ensure that information about CHS, CRM, safeguarding and required staff behaviour is disseminated among programme participants and

**Your skills and experience will include:**

Relevant graduate degree (development, social sciences or equivalent)

Five years relevant field based experience in the development/ humanitarian sector

Fluent English– written and spoken, knowledge of Turkish and Arabic would be an asset

Demonstrated experience of proposal development for I/NGOs

Demonstrated experience in all stages of the Programme Cycle Management Systems

Computer skills

Knowledge of mainstreaming Equality (especially Gender) and Protection

Ability to work independently and under pressure with strict deadlines

Good networking skills, interpersonal communication, presentation and motivational skills

Strong Analytical and problem solving abilities

Empathy with Concern's goals and a commitment to capacity building, protection and participation

Willingness to travel up to 50% of the time between programme locations (within Türkiye)

Cross cultural awareness and sensitivity

Experience in staff capacity development and management

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