

Directorate: Programmes
Reporting to: Director of Programme Operations
Contract type: Full-time / Permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible, and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

As Head of Quality Assurance at Mary's Meals International (MMI), you will lead the strategic direction, management and evolution of our global Programme Quality Assurance function. With a clear focus on enhancing programme excellence across our delivery and logistics operations, you will be responsible for ensuring rigorous, data-informed quality standards and driving continuous improvement aligned with our School Feeding Delivery Model.

You will set and lead delivery of our global QA strategy, advising leadership teams and influencing organisational change to optimise impact, stewardship, and simplicity across our programme portfolio. You will provide oversight to the Quality Assurance Lead and collaborate closely with Programme Affiliates, Programme Partners, and cross-functional leaders to embed a culture of excellence and accountability across Mary's Meals operations.

Key responsibilities & activities:

Strategic Leadership and Quality Assurance Oversight

- Provide senior leadership for the QA function globally, developing and delivering QA strategy in alignment with organisational and programme objectives.
- Lead and manage the implementation of quality standards, risk mitigation practices, and assessment frameworks across all Programme Operations.
- Drive function-wide innovation through data insights, feedback loops, and integration of global best practices into Mary's Meals delivery models.
- Champion continuous improvement, ensuring QA strategies evolve in response to programme growth, emerging risks, and external learning.

Organisational Influence and Strategic Engagement

- Act as a senior advisor to the Director of Programme Operations and the wider leadership team on all matters relating to programme quality and compliance.
- Collaborate with PAs, PPs, and MMI leaders to ensure alignment between global strategy and local implementation, promoting shared accountability and learning.

- Represent MMI in external partnerships, technical working groups, and sector forums, contributing to thought leadership in school feeding quality and delivery.
- Engage with senior internal and external stakeholders to align QA activities with strategic priorities and ensure a high standard of delivery across all contexts.

Leadership of the QA Function

- Provide vision, coaching and strategic direction to the Quality Assurance Lead and any future QA staff or associates, building a high-performing function equipped to meet organisational needs.
- Oversee the development, implementation and review of QA assessments, tools, methodologies and reporting systems.
- Lead performance monitoring and strategic decision-making based on QA data and trends, recommending systemic changes where required.
- Ensure integration between QA and other directorate functions (e.g. logistics, programme delivery, systems) to drive cross-functional alignment.

Service Development and Governance

- Apply analytical and contextual insights to inform QA frameworks, ensuring continuous alignment with operational realities and programme growth.
- Monitor and evaluate the impact of QA interventions, using evidence to drive learning, scale best practices and inform global service development.
- Recommend and support the implementation of organisational changes based on QA findings, working autonomously within a defined strategic framework.

Leading and Managing:

- Provide strategic support, leadership and direction to a high performing team.
- Oversee the delivery, monitoring and reporting of progress made against team and department strategies and plans.
- Lead, develop, coach and inspire a high-performing team, promoting a culture of engagement and empowerment including identifying and implementing opportunities for delegation and development.
- Seek all opportunities for personal growth and development to support the aims of our organisational strategy.
- Role-model Mary's Meals values and leadership behaviours.
- Ensure MAPs are in place for all direct reports.
- Ensure integration and collaboration between the different strands of the directorate.

All MMI employee are expected to undertake the following general duties:

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.
- You may be required to travel to countries where Mary's Meals operates

Essential skills & experience required for this role:

- Proven experience in a leadership role, ideally in international development or within a complex, multi-country operational setting.
- Expert-level knowledge of quality assurance frameworks, programme evaluation and continuous improvement methodologies.

- Demonstrated success in leading organisational change and influencing senior stakeholders across functions.
- Strategic thinker with experience using data to guide innovation and drive functional performance at scale.
- Strong interpersonal and communication skills, with the ability to engage internal executives and represent the organisation externally.
- Skilled in stakeholder engagement, team leadership, coaching, and performance management.
- Familiarity with CRM systems, particularly Salesforce and Resco, and strong analytical capability in using data to inform action.
- High level of proficiency in Microsoft Office, particularly Excel and data visualisation tools.
- Experience leading service or function development, from strategy through to delivery and impact monitoring.

Qualifications:

- Degree or equivalent experience in a relevant field (e.g. international development, public health, monitoring & evaluation).
- Project/change management qualifications or equivalent experience.
- Advanced training in quality assurance, performance management, or service development is desirable.

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your MAP process.