

Directorate:	Programmes
Reporting to:	Programme Delivery Manager
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 and dignity of every person, respect the importance of family life, and are committed to being responsible stewards of the resources entrusted to us. In line with these values, Mary's Meals is fully committed to safeguarding and to creating an inclusive and welcoming environment. As an equal opportunity employer, we are committed to ensuring that all individuals are treated fairly and on merit, without discrimination of any kind.

Role purpose:

This role will provide support on the development and evolution of our global programme operations. As part of the Programme Operations team, you will be involved in supporting the on-going implementation of Mary's Meals School Feeding Delivery model. You need to be able to confidently engage stakeholders at all levels of the organisation, including programme partners and affiliates, working in various countries around the world. Helping to ensure quality, stewardship and simplicity across our programmes is central to this role.

This role will also provide direct support to Programme Logistics and/or provide digital support to the wider MMI team by generating reports and analysing programmes data.

Key responsibilities & activities:

Build highly effective relationships across our programmes to:

- Support the on-going implementation and use of all reporting tools, including building and adapting tools to fit local context.
- Provide ongoing support to our programme countries, building capacity, providing training, and explanation on Programme Operations processes to other members of our organisation in an easy-to-understand format
- Act as a primary point of contact with programme country staff and as the Programme Operations technical subject matter expert on the Programmes.

Monitor and review operational data to:

- Manage the review and update of Programme Delivery policies
- Ensure accuracy and compliance with Mary's Meals policies and procedures.
- Oversee the collection, validation, and analysis of programmes data and its use for decision making
- Identify issues to improve reporting compliance and recommend process improvements
- Validate programme data for use internally and externally after approval within the Programmes.

Stock Management and Food Ordering Support:

- Develop, manage, and provide training on food ordering tools and processes
- Respond to and provide recommendations on food ordering complications
- Manage stock incident reporting from programme countries and recommend actions for reducing losses
- Propose improvements for efficient use of resources

Manage Digital Data Tools by:

- Creating and maintaining Salesforce reporting and dashboards for Programme countries and MMI.
- Managing the resolution of Salesforce and Resco errors for users in Programme countries and MMI.
- Evaluating design change requests from and test their implementation with IT.
- Providing Salesforce and Resco training
- Digital mapping of schools to enable data driven decision making.

Provide Logistics support:

- Administer and maintain fleet data within the Vehicle Management System (VMS) and fleet tracking tools.
- Generate and share routine reports on vehicle usage, maintenance, and compliance.

Other:

- Support the development and implementation of the Programme Operations strategy that aligns with the organisation's strategy and objectives
- Administer requests for Programme Delivery support that come into the team
- Proactively contribute to programmatic planning, risk management and reporting
- Assist with planning and budgeting, interacting with finance

All MMI employees 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 whilst contributing to an inclusive and welcoming environment.
- Undertake and apply learning from appropriate training and development programmes.
- You may be required to travel to countries where Mary's Meals operates.
- 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.
- Demonstrate behaviours that promote a safe culture and raise any safeguarding concerns immediately.
- Uphold the principles of Simplicity, Service and Stewardship (3S), alongside the standards outlined in our Personal Conduct Policy, ensuring you act in a way that reflects our values and supports our mission.

Essential skills & experience required for this role:

- Advanced knowledge of Microsoft Office, particularly Excel
- Ability to create, correct and analyse tools for data collection and reporting
- Knowledge or ability to learn how to use mobile CRM applications, most notably Resco
- Knowledge or ability to learn how to use CRM Salesforce data for data collection and reporting
- Strong communication skills and cultural sensitivity with an ability to work well with a wide range of people
- Motivation to work within the international aid sector
- Strong organisational skills and attention to detail
- Proactive, flexible and results-driven approach
- Ability to think critically, analyse complex information and supply practical and effective solutions
- Experience working in a fast-paced, growing environment

- Experience with change management, preferably in embedding new digital systems

Qualifications:

- Degree in relevant subject, or experience in similar role
- Project/ change management qualification or equivalent experience

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 the MAP process.