

Terms of Reference (ToR)

[Quality Assurance Manager]

1. Background

The Africa Regional Coordination Office (ARCO) provides strategic leadership and operational support to Partnership Countries across the Africa region, with the goal of strengthening organizational performance, operational effectiveness, and accountability.

As the regional portfolio continues to grow, the ARCO is enhancing its capacity to strengthen quality assurance systems, promote compliance with organizational policies and standards, and support Partnership Countries in managing operational risks. The Quality Assurance Manager will lead regional efforts to improve operational quality, strengthen internal control systems, and promote a culture of accountability and continuous quality improvement.

2. Position Information

- ✓ **Position Title:** Quality Assurance Manager
- ✓ **Department:** Africa Regional Coordination Office (ARCO)
- ✓ **Duty Station:** Nairobi, Kenya (or as assigned)
- ✓ **Reports To:** Regional Coordinator, Deputy Regional Coordinator
- ✓ **Employment Type:** Full-time
- ✓ **Contract Duration:** One-year contract, renewable based on satisfactory performance and funding availability
- ✓ **Travel Requirement:** Frequent travel within the Africa Region as required
- ✓ **Other Requirements:** A valid passport and yellow fever vaccination certificate are mandatory.

3. Position Purpose

The Quality Assurance Manager strengthens organizational quality, compliance, and accountability across Partnership Countries by establishing quality assurance systems, enhancing internal controls, promoting adherence to organizational policies and standards, and supporting effective risk management.

The position serves as a strategic partner to Partnership Countries by promoting operational excellence, consistency, and continuous quality improvement throughout the Africa region.

4. Key Responsibilities

1) Quality Assurance & Operational Standards

- Develop and maintain regional quality assurance frameworks, standards, and operational guidelines

- Establish and promote standardized operational practices across Partnership Countries
- Conduct quality reviews to assess operational effectiveness and compliance with organizational standards
- Identify quality gaps and recommend practical improvement measures
- Review and improve operational processes, procedures, and standard operating procedures (SOPs)
- Promote continuous quality improvement across the Africa region

2) Internal Control, Compliance & Risk Management

- Strengthen internal control systems to enhance organizational accountability
- Monitor compliance with organizational policies, procedures, donor requirements, and applicable regulations
- Identify, assess, and monitor key operational risks and support the implementation of mitigation measures
- Review operational documentation and internal control practices to ensure compliance with established standards
- Support Partnership Countries in implementing corrective and preventive actions
- Promote a culture of compliance, accountability, and ethical practice

3) Capacity Development & Advisory Support

- Provide technical guidance to Partnership Countries on quality assurance, internal control, compliance, and risk management
- Design and facilitate training related to quality management and operational standards
- Develop practical tools, guidance materials, and best practice resources
- Promote knowledge sharing and continuous learning across the Africa region
- Strengthen the capacity of Partnership Countries to maintain effective quality assurance systems

4) Regional Coordination & Strategic Support

- Coordinate regional quality assurance initiatives in collaboration with IHQ and Partnership Countries
- Support the implementation of new organizational policies, systems, and regional initiatives
- Analyze recurring operational issues and recommend strategic improvements
- Prepare analytical reports and recommendations to support management decision-making
- Contribute to strengthening organizational governance, operational excellence, and accountability across the Africa region

5. Qualifications & Competencies

◆ **Education**

Bachelor's or Master's degree in International Development, Development Studies, Risk Management, Monitoring and Evaluation, Project Management, Social Sciences, or another relevant field

◆ **Professional Experience**

- ✓ Minimum seven years of progressively responsible experience in quality assurance, internal control, compliance, operational management, risk management, or organizational development
- ✓ Experience in international NGOs or development organizations
- ✓ Demonstrated experience in developing organizational policies, systems, and operational standards
- ✓ Professional experience in African countries other than the candidate's country of origin is an asset.
- ✓ Experience supporting multi-country operations is preferred.

◆ **Technical Competencies**

- ✓ Quality Assurance Systems
- ✓ Internal Control
- ✓ Risk Management
- ✓ Policy & SOP Development
- ✓ Compliance Monitoring
- ✓ Operational Analysis
- ✓ Report Writing
- ✓ Training & Facilitation
- ✓ Advanced Microsoft Office skills

◆ **Core Competencies**

- ✓ Strategic Thinking
- ✓ Analytical Skills
- ✓ Attention to Detail
- ✓ Problem Solving
- ✓ Communication and Collaboration
- ✓ Integrity & Accountability

◆ **Languages**

- ✓ Excellent written and spoken English
- ✓ Korean is considered an asset.

6. Performance Expectations

The Quality Assurance Manager is expected to;

- Establish and strengthen regional quality assurance systems
- Improve compliance with organizational policies and operational standards
- Strengthen internal control practices across Partnership Countries
- Reduce recurring operational and compliance risks through preventive measures

- Improve the consistency and quality of operational processes across the Africa region
- Support Partnership Countries in implementing quality improvement initiatives
- Deliver high-quality guidance, reviews, and technical support in a timely manner.

7. Code of Conduct & Professional Standards

The Quality Assurance Manager is expected to;

- ✓ Uphold the organization's Code of Conduct and organizational values
- ✓ Maintain the highest standards of integrity, professionalism, and confidentiality
- ✓ Demonstrate the highest standards of integrity and professionalism
- ✓ Promote accountability, transparency, and ethical decision-making
- ✓ Comply with safeguarding, fraud prevention, and organizational policies
- ✓ Avoid actual or perceived conflicts of interest
- ✓ Foster a respectful, inclusive, and collaborative working environment

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