

## Global Alliance for Improved Nutrition

<b>Job title:</b>	Programme Quality Specialist (PQS)		
<b>Classification:</b>	Grade 4	<b>Direct reports:</b>	0
<b>Work location</b>	Abuja, Nigeria	<b>Travel required:</b>	Up to 40%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the United Nations in 2002 to tackle the human suffering caused by malnutrition. Due to COVID19, conflict in Ukraine and climate change, malnutrition and hunger have worsened significantly since 2019, reversing a decade of progress. There is growing recognition that our food systems need to change if we are to reverse these trends.

GAIN's Strategy aims to transform food systems to make healthier diets from sustainable food systems accessible to all people and especially those whose are most vulnerable to shocks. By 2027, we aim to improve the access of 1.5 billion people to nutritionally enhanced staple foods, improve the access of 25 million people to healthier diets, and support positive food system change in 10 countries. This is bold and complex, and the only way to achieve this is to work together with partners including governments, businesses, and civil society at the country and global level. These goals, and the ways of achieving them, build on our twenty-year legacy of transforming people's lives with improved nutrition through concerted action and effective policy change.

DESCRIPTION
<p><b>Overall purpose</b></p> <p>The Programme Quality Specialist (PQS) will support strategic and operational program quality management services to enhance program impact and learning. They will support high-quality programme quality technical assistance, capacity development; ensure project delivery is appropriate to donor and organizational compliance, support the delivery of high quality, evidence-based, innovative programmes based on learnings and facilitate organizational learning from programme results.</p> <p>They will support the design and implementation of contextual tools and systems to demonstrate impact, and also support learning across our programmes, teams, and partners.</p> <p>The Programme Quality Specialist will support the facilitation of multiple Continuous Quality Improvement (CQI) efforts and applies a variety of improvement methodologies and group management techniques to support individuals and teams through process improvement initiatives. Supports the Deputy Country Director to increase programme efficiencies, assure cost-effectiveness, reduce variability and reduce errors/defects.</p> <p>The Programme Quality Specialist will support the quality assurance of all project activities in the country programme. Reporting to the Deputy Country Director, the Programme Quality Specialist will provide strategic support to the DCD in managing all portfolio and project leads to deliver quality nutrition interventions.</p>
<p><b>Tasks and responsibilities</b></p> <p><u>Duties and Responsibilities</u></p> <p><u>Quality improvement support to projects</u></p> <ul style="list-style-type: none"> <li>• Support the DCD to develop, implement, and monitor Quality Improvement (QI) strategies for project interventions and support the development of practical continuous Quality improvement (CQI) approaches.</li> <li>• Support the DCD to adapt CQI for nutrition and public health delivery efforts at community levels.</li> </ul>

## Global Alliance for Improved Nutrition

### Developing and socializing tools

- Support the DCD to design and operationalize a quality improvement, quality assurance framework for GAIN nutrition interventions.
- Support the design and implementation of CQI tools and guidelines to institutionalize functional quality improvement systems at various intervention levels.
- Support the development of a system, including tools to determine the quality of project interventions at the field level.

### Quality Assurance

- Support the analysis of project data quality and develop working strategies to improve quality of nutrition service provision; and follow up on persistent issues that prevent project teams from achieving desired results.
- Provide support and tools based on identified needs; and conduct intensive supportive field visits.
- Support the provision of targeted CQI training to project staff and other relevant stakeholders, as needed.

### Innovation, Reporting and Documentation

- Support the establishment of CQI community of practice to strengthen and sustain a culture of joint problem-solving and learning.
- Support compilation of regular status, progress, and final reports about GAIN's QI initiatives in a high quality and timely manner.
- Support the documentation of best practices through CQI knowledge management briefs and success stories.
- Support project staff to strengthen integration of intervention components across the project.
- Support project staff to identify and document project lessons learned and success stories.

### Project Delivery Support

- Support the improvement of organizational effectiveness by contributing to coherent programme quality practice within GAIN.
- Support the development and management of GAIN Nigeria programme quality strategy and support efforts that ensures targets and strategic objectives are monitored in line with the business plan.
- Maintain close collaboration with portfolio leads and support the monitoring of GAIN's approach towards learning and knowledge.
- Support strengthening and sharing of innovation on programme quality.
- Support strategies that ensure all relevant policies and procedures allow for direct embedding of learning and knowledge strategies in all new programmes.  
Support the effective linkages between programme learning and planning, monitoring and evaluation processes.
- Support efforts to ensure that learning and reflection is integrated in all aspects of GAIN's program and policy cycle.
- Support organizational reporting.

### **Stakeholder management and coordination**

- Engaging key relationships with the government and partners.
- Liaising with project consultants (work plans, deliverables, contracts etc.)
- Liaising with key stakeholders, civil society, the private sector, research institutes and donors.

## Global Alliance for Improved Nutrition

### Key organizational relationships

- Reports to the Deputy Country Director
- Close working relationship with Programme Monitoring and Improvement (PMI), Policy Advocacy and Communication (PAC) and Portfolio leads.
- Other Nigeria Country Office staff
- External partners including government, complimenting organisations and donors.

### JOB REQUIREMENTS

#### Competencies

- Results focus, with an entrepreneurial and flexible attitude.
- Proficient in formulating strategies and comfortable with concepts.
- Ability to think strategically, communicate convincingly and act decisively.
- Team player and team builder comfortable in multi-cultural settings.
- Ability to stimulate and coordinate teamwork.
- Proficiency (in writing and narrative) in English
- Strong project management and strategic thinking abilities
- Excellent communication skills, both written and verbal
- Ability to present sometimes complex information to a diverse audience.
- Excellent data processing, analysis, and report writing.
- Ability to build relationships and influence at a high level.
- Analytical skills, able to review data and present meaningful reports.
- Able to take initiative, effectively priorities and multi-task, often working under pressure to achieve deadlines.
- Computer literate, with the ability to use MS Office Suite and other bespoke systems to support effective delivery.
- Strong coordination/liaison, organizational and communication skills.
- Skills in quantitative and qualitative research methods (implementation, management)
- Team player, flexible and goal-oriented, a real “can do” attitude.

#### Experience

- Significant demonstrated experience with roles and responsibilities related to quality improvement and or quality assurance of public health and/or healthcare services.
- Experience in working in the public health system and wide health system network.
- Experience in data analysis and the use of dashboards.
- Work experience in learning and knowledge management.
- Experience in programme analysis and budgeting.
- Experience developing and managing projects and programmes in international development (experience of nutrition or related areas would be an advantage).
- Experience in strategy development and documentation of best practices.
- Excellent relationship management and familiarity with managing a wide platform of stakeholders.
- Experience in providing on-the-job and formal training to various partners as well as management of workshops and other public events.
- Strong technical knowledge of public health and nutrition.
- Experience in project coordination.

## Global Alliance for Improved Nutrition

<ul style="list-style-type: none"> <li>• Experience of report writing, developing presentations to a wide range of audiences.</li> </ul>
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree in public health, epidemiology, nutrition agriculture, agribusiness social sciences, international development, nutrition, international relations, statistics or related fields.</li> <li>• Master's degree in the above fields will be an added advantage</li> </ul>
<p><b>Other requirements</b></p> <ul style="list-style-type: none"> <li>• Excellent communication and command of English (written and spoken)</li> </ul>

WHAT GAIN OFFERS
<ul style="list-style-type: none"> <li>• A competitive remuneration package</li> <li>• Flexible working hours through hybrid working opportunities.</li> <li>• Friendly working environment</li> <li>• Professional development opportunities</li> <li>• The chance to make a lasting contribution to reducing global malnutrition</li> </ul>