

Global Quality and Accountability Officer - Bangkok

About ACT Alliance

ACT Alliance is a coalition of more than 140 churches and affiliated organisations working together in over 140 countries to create positive and sustainable change in the lives of poor and marginalised people regardless of their religion, politics, gender, sexual orientation, race or nationality. ACT Alliance is supported by 25,000 staff from member organisations and mobilises about \$1.5 billion for its work each year in three targeted areas: humanitarian aid; development; and advocacy. ACT Alliance is deeply rooted in the communities it serves. It has earned the trust and respect of local people long before large international interventions scale up, and remains steadfast in its grassroots commitments for many years after world attention has shifted elsewhere. For more details about the general work of ACT, please refer <http://www.actalliance.org/>

1. Major functions summary

The Global Quality and Accountability Officer leads the implementation of quality and accountability principles and practices in the ACT Secretariat and is responsible for providing technical support to national forums and members seeking to improve the quality and accountability of their programmes, thus helping to bridge policy and practice. The position will oversee the maintenance and further development of mechanisms to help ensure that humanitarian, development and advocacy programs are appropriate, well-targeted, and meet the established principles and standards.

2. Duties and responsibilities

- Coordinates the quality and accountability work in the alliance, including our commitment to continual improvement in adhering to the Core Humanitarian Standard;
- Collaborates with relevant staff on humanitarian standards, particularly implementation of CHS and Sphere Standards
- Provides advisory support to national forums and implementing members on CHS and Sphere standards in ACT's humanitarian response.
- Secretariat Focal Point for the Advisory Group on Quality and Accountability (QAG);
- Leads the ACT Alliance's active engagement in global and regional Quality and Accountability networks and coalitions, including the relationship with CHS Alliance;
- Coordinates the ACT Alliance monitoring, evaluation and reporting cycles including relevant data management in collaboration with the Global Member Relations and Forum Strengthening Coordinator;
- Collaborates with the Global Humanitarian Coordinator and the Humanitarian Policy and Practice Advisory Group (HPPG) in monitoring ACT's commitments to the World Humanitarian Summit (WHS)
- Coordinates the implementation (and subsequent revisions) of the Capacity development and Learning Strategy which seeks to enable a culture of learning throughout the alliance;
- Leads the engagement in ACT Learn partnerships to maximise the effectiveness of shared learning opportunities;
- Builds synergies between ACT members in capacity development, quality and accountability, M&E and learning.

3. *Competences and behaviours*

- Committed to the values of the ACT Alliance and takes pride in delivering on agreed priorities according to the highest standards individually and as part of a global team
- Proactively finds innovative and creative solutions, is efficient and reliable, adapts to change and uncertainty, is decisive and acts with integrity
- Builds effective internal and external relationships, involves others when solving problems and treats others with consideration and respect in an alliance where faith is a key ingredient of people's lives
- Passion for building and developing core skills for the role and contributes knowledge outside of immediate own role
- Effectively motivates, influences and develops others, drives high performance, inspires people to follow them and acts as a role model

4. *Key working relationships*

- Works closely with the Global Member Relations and Forum Strengthening Coordinator and the Global Humanitarian Coordinator and liaises with other staff as relevant, particularly the Regional Representatives on regional Q&A related issues;
- Liaises with ACT members and ACT forums on quality and accountability issues.
- Liaises with external stakeholders particularly related to quality and accountability (eg CHS Alliance, Humanitarian Quality Assurance Initiative and SPHERE)
- Reports to Head of Quality & Accountability and Learning.

5. *Technical skills and experience*

- Relevant academic degree with a minimum of five years of relevant work experience;
- Strong knowledge of Quality and Accountability issues essential
- Technical competency in the Core Humanitarian Standard (CHS) and Sphere Standards
- Good knowledge of Monitoring and Evaluation and institutional development/learning strongly desirable
- Highly developed interpersonal and communications skills including influencing, and coaching
- In-depth knowledge of issues relevant to the mandate of ACT Alliance
- Ability to coordinate work in a networked working environment
- Ability to turn strategies into plans and actions
- Good understanding of the role and added value of churches and faith-based organizations
- Fluent written and spoken English language, working knowledge of French or Spanish an asset

Interested and qualified candidates should send their CV and a cover letter, in English and by email only, to recruitment@actalliance.org by **Sunday 18th February 2018**. Please put "Q&A Officer" in the subject line and name your documents "Firstname lastname CV" and "Firstname lastname Cover letter". It will be a national contract for 2 years. Female candidates are strongly encouraged to apply.