**JOB TITLE : Quality, Accountability, and Compliance Manager, Myanmar**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Level** | Level 5 | **Kornferry Function** |  |
| **Directorate** | **International** | **Function/Service** | **Programmes and Partnership** |
| **Direct Reports** | **4** | **Indirect Reports** | **3** |

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](https://britishredcross.interactgo.com/page/LeadershipFramework?SearchId=6402985).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like.Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](https://britishredcross.interactgo.com/page/LeadershipFramework?SearchId=6402985), along with [Our values and behaviours - RedRoom](https://britishredcross.interactgo.com/Interact/Pages/Content/Document.aspx?id=10802&SearchId=6403031) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion (EDI) at the British Red Cross - RedRoom](https://britishredcross.interactgo.com/Interact/Pages/Content/Document.aspx?id=11420&SearchId=6403049) here.

|  |  |  |  |
| --- | --- | --- | --- |
| **Purpose** | The Quality, Accountability, and Compliance Manager leads a dynamic team which ensures the smooth delivery of quality assurance, compliance and risk management activities in a coordinated manner, including community engagement and accountability (CEA), data and information management, planning, monitoring, evaluation and reporting (PMER), protection, gender and inclusion (PGI). S/he is responsible for leading the development, coordination, and execution of IFRC's CEA, data and information management, PMER, PGI, quality assurance, and compliance and risk management strategies for the earthquake operation and Myanmar at large.  The role also leads IFRC support for the continuous development of the MRCS’ portfolios in line with its strategic ambitions. The Quality, Accountability, and Compliance Manager also works closely with Movement partners in-country as well as with the IFRC Regional CEA Coordinator, Regional Information Management Coordinator, Regional Head of PMER and Quality Assurance, Regional PGI Thematic Lead, and Regional Risk Management focal point.  This position will be based in Yangon and will involve travel. The role will focus on supporting the IFRC and the MRCS in its earthquake operation interventions at headquarters level and all affected geographical areas.  This position will report to the IFRC Head of Delegation in Myanmar. | | |
| **Budgetary responsibility/**  **accountability** | **TBC** | **Accountability for other resources** | **TBC** |
| **Key Responsibilities (max 4 headings, with a max of 6 bullets per heading)** | ***Strategic Oversight, Quality Assurance and compliance***   * *Provide strategic leadership across quality assurance, compliance, risk management, CEA, PMER, PGI, and data management.* * *Develop and implement country-specific strategies and plans aligned with MRCS and IFRC* * *Ensure evidence-based decision-making through robust monitoring, evaluation, and research.* * *Oversee the development and execution of strategic frameworks for CEA, PMER, PGI, and IM.* * *Oversee a compliance framework to ensure compliance with IFRC standards, FCDO requirements, and humanitarian principles, including review of material issues and relevant briefings to leadership.* * *Oversee risk management processes, including the development and maintenance of the risk register and risk mitigation strategies for improved decision-making and periodic risk assessments.*   ***Technical Leadership and Integration***   * *Guide the integration of CEA, PGI, and IM into operational strategies and standard procedures for humanitarian service delivery.* * *Ensure harmonization of tools and approaches across sectors and with MRCS counterparts.* * *Oversee the development and implementation of communication channels, participatory processes and feedback mechanisms to promote engagement and accountability with communities.* * *Oversee the design and implementation of a comprehensive planning and M&E approach, including data systems, ensuring reliable data collection, data protection and quality.* * *Supervise the development of reporting frameworks and ensuring compliance with reporting deadlines, standards and formats.* * *Provide strategic oversight to evaluations, surveys, and learning exercises, including those required by FCDO.*   ***Capacity Building and Team Management***   * *Manage and mentor a multidisciplinary team, promoting a culture of learning and accountability.* * *Lead capacity enhancement initiatives for MRCS in CEA, PMER, PGI, risk management and compliance, including the provision of expertise and tools.* * *Facilitate knowledge sharing and participation in regional/global forums.* * *Ensure sound financial management and resource allocation within the team, aligned with FCDO financial compliance.* * *Lead in contextualizing and facilitating staff training on key policies and procedures, compliance and risk management.* * *Promote inclusive leadership and uphold Red Cross values and principles.*   ***Coordination, Representation, and Donor Engagement***   * *Coordinate with MRCS, IFRC network, ICRC, UN agencies, and other stakeholders.* * *Represent IFRC in relevant forums and working groups on quality and accountability.* * *Collaborate with Strategic Partnerships and Resource Mobilization teams for donor reporting, including high-level updates for FCDO.* * *Prepare briefings and reports for FCDO and other donors, ensuring transparency and accountability.* * *Ensure alignment with regional and global IFRC approaches strategies through matrix management and engagement with relevant IFRC regional and global focal points.* * *Provide interim support to other IFRC delegations as needed.* | | |
| **Knowledge & Skills**  *\*Mark Essential with a \** | * Comprehensive understanding of IFRC policies, procedures, and IFRC-wide approaches \* * Possesses a broad understanding of global humanitarian issues, international humanitarian standards, and latest developments in CEA, M&E, and PGI approaches.\* * A comprehensive understanding of major donor policies, regulations, and approaches \* * Strategic analysis, systematic planning, data analysis and implementation skills and ability to translate strategy into reality \* * Demonstrated personal integrity and accountability, including proven ability to protect National Society and individual confidentiality \* * Proven team management and motivation skills \* * Excellent collaborative and teamwork skills in a multi-cultural environment \* * Communication, interpersonal, influencing skills, networking, and representation skills \* * Ability to work in a stressful and demanding environment while keeping a consistent, courteous, and positive attitude towards others \* * Self-supporting in computers and internet-based tools \* * Fluent spoken and written English \* * Proven ability and track record working with and inter-relating to the leadership of a National Society * Possesses a broad understanding of global humanitarian issues, international humanitarian standards, and latest developments in Myanmar * Knowledge in approaches and tools that help organizations and individuals to design, test, learn, and replicate different ways of working appropriate to their context | | |
| **Experience**  *\*Mark Essential with a \** | * 5-year experience in a Compliance, CEA, PGI, PMER, Risk Management, or strategic planning related role \* * Demonstrated experience in participatory planning processes, community engagement approaches, applying humanitarian standards and guidelines, and in setting up and managing accountability systems. \* * Demonstrated professional experience in the Red Cross and Red Crescent Movement, or in an international organization or INGO in a developing country \* * Demonstrated experience in participatory planning processes, community engagement approaches, applying humanitarian standards and guidelines \* * Experience in project cycle management, including budgeting, monitoring, evaluation, and/or risk management * Experience in capacity building, coaching, skills transfer, and collaborative working models \* * Experience in managing multidisciplinary teams or staff \* * Solid experience in networking and building relationships with internal and external stakeholders \* * Experience managing UK government funded projects. * Field experience in fragile and complex context(s) | | |
| **Additional requirements** | * University degree in social/behavioural sciences, development studies, management, any other relevant field (such as anthropology, disaster risk management, education, gender studies, monitoring and evaluation, and sociology) or relevant qualifying experience \* * Qualification or certification in monitoring and evaluation (M&E), diversity, equity, inclusion, and accessibility (DEIA), project management, statistics or other relevant area. * Professional certification as Certified Internal Auditor * Basic Delegates Training Course (BTC), IMPACT, WORC or equivalent knowledge * Good command of another IFRC official language (French, Spanish or Arabic) | | |

|  |  |  |
| --- | --- | --- |
| **Pre Engagement Checks**  Highlight bold as required |  | |
| DBS- England & Wales | Adult/ Child/ Adult & Child Workforce/None | |
| PVG- Scotland | Adult/ Child/ Adult & Child/ None | |
| Access NI- Northern Ireland | Vulnerable Adult/ Child/ Vulnerable Adult & Child/None | |
| Driver Check | Yes/No |  |
| **International Roles Only** |  | |
| International Police Check | Yes/No | |
| International Driving Licence for manual cars | Yes/No | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Reference** |  | **Review Date** |  |

*We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.*