



Job description: Senior Quality Assurance Manager

Salary grade: *D*

Reports to: *Executive Director*

In coordination with: *Director of Policy, Impact and Advocacy and Director of Network and Communication*

Responsible for: *Quality Assurance Officer / Consultants / trainees linked to work area, as required.*

Location: *Flexible*

Contract type: *Open-ended contract – 80-100%*

Indicative salary: *GBP46,813 – GBP53,500 based on 100% or 95'320CHF – 108'938CHF: final remuneration package will be dependent on location*

Starting date: *January 2024*

Job Purpose:

The Senior Manager Quality Assurance leads the central work of the CHS Alliance, supporting organisations to measure, learn and improve how they are meeting the CHS commitments, through the process of CHS verification. The person will work under the direct supervision and guidance of the Executive Director, working in collaboration with the Senior Management Team and guided by an external Verification Advisory Panel.

Increasing the uptake of verification against the Core Humanitarian Standard (CHS) is a central pillar of the CHS Alliance's work to support organisations to improve the quality and accountability of aid for people affected by crises.

This role will:

1. Ensure a robust Verification Scheme to improve the delivery of the CHS Commitments.
2. Coordinate and support an effective Verification Advisory Panel (VAP) to guide the strategic oversight of the Verification Scheme.
3. Ensure appropriate communication, support and relevant tools are in place to guide members and other organisations through the verification process.
4. Provide direction and oversight to the Self-Assessment process.
5. Manage the evidence around Verification – including the oversight of a well functioning CHS Commitment Tracker platform.
6. Act as the key relationship manager with the Humanitarian Quality Assurance Initiative (HQAI).

Main Responsibilities:

1. CHS Alliance Verification Scheme

- Ensure an up-to-date and accessible Verification Scheme aligned with the updated CHS.
- Work closely with the VAP to ensure the relevant oversight to the Scheme.
- Ensure the Scheme's purpose is clear and well communicated.
- Lead on the development of verification partnerships (MoU and partnership agreements with HQAI)

and other strategic partners).

2. Support the Strategic Advisory oversight of CHS Verification

- Working closely with the Executive Director, responsible for supporting the strategic oversight of verification with the Governing Board and the Verification Advisory Panel.
- Ensure a skilled panel of experts to guide and advise on verification, supporting them with the knowledge and tools necessary to guide the Scheme.
- Establish well prepared meetings and ensure the relevant background documentation and follow up actions are well managed.

3. Tools and Guidance to support Verification

- Lead on the development of additional necessary documentation complementary to the Verification Scheme (including Verification Guide).
- Ensure adequate support and relevant tools to guide individual organisations through their relevant verification journey.
- Work with the other teams in the CHS Alliance to deliver tailored guidance and support to members at different stages of their verification journeys, including active Communities of Practice on verification.
- Manage updates to the Guidance as needed.

4. Provide direction and oversight to the Self-Assessment Process

- Lead on the advancement of the CHS Alliance Self-Assessment Methodology, with the necessary tools and processes to support this verification option.
- Support, in collaboration with the Quality Assurance Officer, individual organisations to go through the Self-Assessment Process.
- Keep the Self-Assessment records up to date.

5. Manage evidence around Verification

- Maintain clear data management and statistics on the evidence generated from verification to support the work of the other departments in the CHS Alliance.
- Management oversight of the CHS Commitment Tracker, including robust data management of the CHS Commitment Tracker Platform, including the development of Data Management / Data Protection / Information Sharing Protocols covering Verification Data.

6. Relationship Management HQAI

- Ensure regular meetings and information sharing with HQAI.
- Maintain a collaborative working relationship with HQAI in line with the partnership agreement.

7. Promotion and Representation of the CHS and CHS Alliance

Work closely with the Director of Policy, Impact and Advocacy to:

- Contribute to donor advocacy related to CHS Verification Requirements.
- Actively seek and develop funding opportunities to maintain and expand the CHS Alliance's work on verification.

- Represent the CHS Alliance and its position at meetings, speaking engagements or through opinion pieces. Assist the CHS Alliance to influence policy in the sector.
- Identify and prioritise key contacts, opportunities and partnerships as they present themselves, and ensure that these are capitalised upon.

Person Specification

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • University level degree, in economics, social sciences, humanitarian or development studies 	<ul style="list-style-type: none"> • Masters level degree
Experience/knowledge	<ul style="list-style-type: none"> • Working with quality standards and auditing • Sound understanding of international aid and development system • Excellent social science research skills, including statistical analysis • Good knowledge of data analysis and visualisation tools 	<ul style="list-style-type: none"> • Humanitarian experience at field level • Policy and advocacy • Training experience
Skills	<ul style="list-style-type: none"> • Adaptability and ability to quickly assimilate new information and concepts • Strong organisational skills and proven ability to work independently, prioritise and to deliver results within deadlines, including when under pressure • Proactive and ability to foresee problems and prevent them by taking action, or referring them when appropriate, sound judgement • Good communication skills, ability to respectfully listen to and respond to queries, adapting to culture and context of interlocutor, both orally and in writing • Interacts professionally with members and partners at all times • Team player, working as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals • Excellent analytical and writing skills: ability to draft clear and concise briefs, reports and syntheses • Flexible work attitude: ability to follow direction and effectively learn and work in an interagency environment • Accuracy and consistency in quality of work 	<ul style="list-style-type: none"> • Public speaking skills, advocacy and networking • Social media • Excellent command of French a strong asset • Spanish or Arabic an asset

	<ul style="list-style-type: none"> • Proficient user of Microsoft Office software, including word, processing and spreadsheets • Excellent command of English 	
Behaviour	<ul style="list-style-type: none"> • Proven integrity - upholding and promoting the highest standards of ethical and professional conduct and abiding by the CHS Alliance Code of Conduct. This includes refraining from acts of misconduct, respecting the CHS Alliance's standards and the dignity of those whom the Alliance pledges to assist and with whom they have contact. • Commit to the CHS Alliance values, vision and mission 	

IMPORTANT NOTICE:

The CHS Alliance has a zero-tolerance policy towards the abuse of power, exploitation, bullying, harassment, and discrimination and towards fraud and corruption.

As representatives of the CHS Alliance, staff behaviour must be seen to be of the highest standard and in keeping with the CHS Alliance vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks. As part of these checks, the CHS Alliance is participating in the [Inter-Agency Scheme for the Disclosure of Safeguarding-related Misconduct in Recruitment Process within the Humanitarian and Development Sector](#). The participation in this Scheme requires the CHS Alliance to seek information about candidate's misconduct (including sexual exploitation, abuse, and harassment) with any previous employers for at least the past five years.

How to apply:

Please submit your application by email to: recruitment@chsalliance.org

Applications shall include in **one PDF document** a **CV and a motivation letter** (the latter no longer than 2 pages). Please mention **your name and the vacancy reference** in the subject line.

Vacancy reference: VER.202310

Deadline for applications: 9am CET, Monday 20 November 2023

Please expect the selection/interview process to take place in November 2023.