

CRS JOB DESCRIPTION

Position Title: Program Quality and Support Manager I

Compensation Band: 9

Reports to: Head of Programming

Country/Location: Egypt

BACKGROUND – ABOUT CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, health, agriculture, education, microfinance and peacebuilding.

The CRS Egypt country program began in 1956 at the invitation of the Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs. CRS Egypt works in a wide variety of areas within the development field.

Job Summary

You will provide program quality and management support for programming, designing and implementing projects advancing Catholic Relief Services' (CRS) work in serving the poor and vulnerable. Your management skills and knowledge will ensure that the CP delivers high-quality programming and continuously works towards improving the impact of its programming.

Roles and Key Responsibilities

- Manage and implement all activities throughout relevant project cycles - project design, start-up, implementation and close-out - to ensure efficient and effective implementation in line with CRS program quality principles and standards, donor requirements, and good practices. Ensure project team and partner staff use the appropriate systems and tools.
- Effectively manage talent and supervise. Manage team dynamics and staff well-being. Provide coaching, strategically tailor individual development plans, contribute to the recruitment process of project staff, and complete performance management for direct reports.
- Champion learning with project staff and partner teams. Analyze and evaluate project performance data following MEAL policy. Proactively identify issues and concerns and use participatory processes to overcome implementation obstacles.
- Contribute to pre-positioning, capture, and proposal development processes to ensure timely submission of high-quality proposals that are responsive to donor requirements, applicable regulations, and CRS' technical and cost standards.
- Contribute to, and in some cases, lead the development of the technical design for proposals. Support the process of preparation, design, submission and approval of project concepts and full-fledged proposals. As needed, act as a technical writer on proposal development teams. Advise project teams on integrating donor strategies, priorities and technical requirements into CRS' approach.
- Coordinate the identification of staff capacity and technical assistance needs of partner organizations and capacity strengthening and required interventions to support quality project implementation.

- Collect and analyze program data, capture and share lessons learned and best practices for specific projects to facilitate improvements in decision-making and contribute to the programs' learning agenda.
- Help identify, assess and strengthen partnerships relevant to projects in Egypt and Yemen, applying appropriate application of partnership concepts, tools and approaches.
- Coordinate and monitor financial and material resources relevant to project needs, through planning and oversight ensure efficient use of project resources

Basic Qualifications

- Bachelor's degree in international development, international relations, or related field.
- Minimum of five years of relevant field-based experience in coordinating or managing light to moderately complex projects required, preferably with an international NGO.

Preferred Qualifications

- Master's Degree in international development, international relations, or related field.
- Program Development, Program Quality, Strategic Partnerships Management, MEAL experiences.

Knowledge, Skills and Abilities

- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint), Web Conferencing Applications, information management systems.
- Experience engaging with partner organizations.
- Experience contributing to the development of technical proposals.
- Strong critical thinking and creative problem-solving skills with ability to make sound judgment.
- Strong relationship management skills and the ability to work effectively with culturally diverse groups.
- Strong written and verbal communication skills with ability to write reports
- Proactive, results-oriented, and service-oriented

Required Languages: Excellent command of English and Arabic.

TRAVEL: Varied; up to 30% in-country travel and international travel, including but not limited to Yemen.

Safeguarding Policy

CRS is committed to safeguarding program participants from exploitation and abuse. The successful candidate is expected to attend a safeguarding orientation and then sign and adhere to the CRS Safeguarding Policy and Code of Conduct.

Key Working Relationships:

Supervisory: Senior Project Officer(s)

Internal: All CRS Egypt and Yemen program staff, other MEAL Staff, Administration Team, and CRS support functions (finance, procurement, IT, HR, and Admin)

External: Partners, Community Members, donor representatives and Implementing Partners

Agency-wide Competencies (for all CRS Staff)

These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Integrity

- Builds Relationships
- Continuous Improvement & Innovation
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

Agency Leadership Competencies:

- **Lead Change** – Continually look for ways to improve the agency through a culture of agility, openness, and innovation.
- **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
- **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

***Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer