mary's meals

Programme Delivery Support Officer

Directorate: Programmes

Reporting to: Programme Delivery Manager

Contract type: Full-time / permanent

Working at Mary's Meals International:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals International is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible, and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

This role will provide support on the development and evolution of our global programme operations. As part of the Programme Operations team, you will be involved in supporting the on-going implementation of Mary's Meals School Feeding Delivery model. You need to be able to confidently engage stakeholders at all levels of the organisation, including programme partners and affiliates, working in various countries around the world. Helping to ensure quality, stewardship and simplicity across our programmes is central to this role.

This role will also provide direct support to Programme Development and/or Programme Logistics by generating reports and reviewing and analysing programmes data.

Key responsibilities & activities:

Build highly effective relationships across our programmes to:
- Support the on-going implementation and use of all reporting tools, including building and adapting tools to fit local context.
- Provide ongoing support to our programme countries, building capacity, providing training, and explaining processes to other members of our organisation in an easy-to-understand format
- Act as a primary point of contact with programme country staff

Monitor and review operational data to:
- Contribute to the review and update of Programme Delivery policies
- Ensure accuracy and compliance with Mary's Meals policies and procedures.
- Oversee the collection, validation, and analysis of programmes data and its use for decision making
- Identify issues to improve reporting compliance and recommend process improvements

Provide Logistics support:
- Administer and maintain fleet data within the Vehicle Management System (VMS) and fleet tracking tools.
- Generate and share routine reports on vehicle usage, maintenance, and compliance.

Provide Development support:
- Support with building and maintaining data analysis tools used by Programme Development
- Provide and verify data used for external reporting

Other:
- Support the development and implementation of the Programme Operations strategy that aligns with the organisation's strategy and objectives
- Administer requests for Programme Delivery support that come into the team
- Proactively contribute to programmatic planning, risk management and reporting
- Assist with planning and budgeting, interacting with finance
- Receive design request changes and testing for CRM / mobile application, interacting with IT
- Digital mapping of schools to enable data driven decision making.

Additional information:

- As part of your role, you may be required to travel to countries where Mary's Meals operates.

Essential skills & experience required for this role:

- Advanced knowledge of Microsoft Office, particularly Excel. Ability to create, correct and analyse tools for data collection and reporting
- Knowledge or ability to learn how to use mobile CRM applications, most notably Resco.
- Knowledge or ability to learn how to use CRM Salesforce data for data collection and reporting.
- Strong communication skills and cultural sensitivity with an ability to work well with a wide range of people
- Motivation to work within the international aid sector
- Strong organisational skills and attention to detail
- Proactive, flexible and results-driven approach
- Ability to think critically, analyse complex information and supply practical and effective solutions
- Experience working in a fast-paced, growing environment
- Experience with change management, preferably in embedding new digital systems.

Qualifications:

- Degree in relevant subject, or experience in similar role
- Project/ change management qualification or equivalent experience.

Mary's Meals 7S Competencies:

As an employee Mary's Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	
	• I build and demonstrate resilience
	• I lead by example
	• I am authentic and true to Mary's Meals values
	• I develop myself and set stretching goals

Service	• I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	• I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	• I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	• I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I work to deliver my objectives
Strengthen	• I contribute to a positive work environment • I help and support those around me
Success	• I am a catalyst for change • I maintain my technical competence • I contribute to the success of my team • I am accountable • I embrace change

Changes to your role:

As our organisation evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.