

**Directorate:** Programmes  
**Reporting to:** Head of Programme Operations  
**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:

The Programmes Delivery Lead will lead on reviewing, developing and refining robust school feeding programme operating processes within Mary's Meals' global school feeding operations. The role will work closely with their own team, and with colleagues across Mary's Meals programmes, to effectively and efficiently evolve and implement our global school feeding delivery model, to provide technical support and oversight, to build understanding and capacity, and to ensure that our high-quality programmes are delivered as effectively as possible.

## Key responsibilities & activities:

### Lead on managing our school feeding delivery model (SFDM)

- Lead on strategy development and annual planning to improve and develop SFDM.
- Utilise process analysis and improvement techniques to continually review and improve programme delivery processes and SOPs, ensuring best practices are identified and implemented globally.
- Ensure successful project management and implementation of SFDM project, within agreed objectives, timeline and budget.
- Develop and implement relevant people forums to ensure ongoing reviews, improvements and overall success of SFDM.
- Recommend on team structures and role definitions required to ensure SFDM is effective and efficient across our programmes.
- As SFDM "product owner", ensure the technology requirements of SFDM are delivered by MM IT team, and that functional requirements are well defined and understood.
- Ensure an ongoing strong communication plan is defined, maintained and delivered so that all stakeholders are well informed on relevant SFDM information.
- Lead on continually building staff capability to deliver effective programmes through a structured and detailed learning and development approach.

## **Programmatic Excellence**

- Provide support on the review and refinement of systems and processes at global and local levels.
- Define and implement detailed SFDM dashboards for various management levels within our programme countries, ensuring regular reviews in each programme.
- Define and implement detailed SFDM dashboards for various management levels within MMI, ensuring regular monitoring and clear actions, learnings and recommendations are identified and acted upon.
- Provide support and technical advice on the implementation of Mary's Meals' school feeding programmes operational systems.
- Provide support to the audit and risk function.

## **Logistics**

- To lead and coordinate the implementation of highly effective and efficient logistics strategies across our programmes.
- To ensure strong coordination of food planning, warehousing and distribution to drive consistent and timely feeding.
- To ensure robust systems and process are in place to ensure highly effective management of fleet and kitchen construction and maintenance.
- To ensure strong monitoring, evaluation and learning across all logistics areas to drive quality, scale, improvement, and in support of decision making.
- To support detailed in-country strategies and annual work plans for logistics, working collaboratively with each programme and related supplier performance review forum.

## **Working with others**

- Effectively engage key stakeholders across our global programmes, to contribute strongly on SFDM development and implementation ensuring consensus and shared ownership.
- Ensure the design, development and continual improvement of SFDM digital tools to enhance effectiveness and efficiency of our SFPs, in close collaboration with MM IT team.
- Ensure strong, ongoing training and coaching for all stakeholders of SFDM, in close collaboration with our Learning and Development team.
- Regularly benchmark relevant organisations for best practices and emerging opportunities for optimising effectiveness and efficiency of our programme delivery and logistics.
- Establish strong working relationships with all SFDM stakeholders, and develop, maintain and implement a comprehensive communications plan with all stakeholders.

## **Other**

- You will be required to travel occasionally to Mary's Meals programme countries.

## **All MMI employee are expected to undertake the following general duties:**

- Work within the framework of the Mary's Meals mission, vision and values.
- Work towards achieving department strategy, operational plans and objectives.
- Ensure familiarity with and adhere to all MMI policies and procedures.
- Undertake and apply learning from appropriate training and development programmes.
- Understand and uphold the standards outlined in MMI's Safeguarding Policy, acting with due care and attention to safeguard anyone that comes into contact with our work.

## Essential skills & experience required for this role:

- Experience of developing and implementing strategies, policies and procedures in a complex environment.
- Experience of driving organisational change and successfully delivering complex projects.
- Experience leading and inspiring cross-organisational teams and facilitating their learning and development.
- Excellent team leadership, communication and influencing skills.
- Experience of developing and implementing operational systems and processes and internal control systems.
- Strong business analysis, stakeholder management and process improvement experience across functions.
- Strong analytical and conceptual skills that are turned into actionable outcomes.
- Strong project management and organising skills, and ability to prioritise tasks and develop clear plans.
- Self-motivated, decisive and results focused approach.
- Strong IT skills including Office 365 tools and identifying digital solutions to enhance systems and processes.
- Ability to work independently and manage multiple priorities in a fast-paced environment.
- Proactive, flexible and results-driven approach.
- Willingness to travel occasionally to countries where Mary's Meals operates.

## Desirable:

- Understanding of international development principles and the place of school feeding in development.
- Experience working in a charity / international development sector.
- Experience working in an international environment.

## Qualifications:

- Relevant degree and/or significant experience in systems and process implementation and/or logistics

## Mary's Meals International Manager competencies

All Mary's Meals International employees approach their role in line with the 7S competency model.

<b>Self</b>	<ul style="list-style-type: none"><li>• I build and demonstrate resilience</li><li>• I lead by example</li><li>• I'm authentic and true to Mary's Meals values</li><li>• I develop myself and set stretching goals</li></ul>
<b>Service</b>	<ul style="list-style-type: none"><li>• I have a vocational attitude to my work</li><li>• I inspire hope in others</li><li>• I build belief that even difficult challenges can be solved</li><li>• I am committed to serving and enabling all who want to be part of the global movement</li><li>• I work to ensure our future will be even better than our past</li></ul>
<b>Simplicity</b>	<ul style="list-style-type: none"><li>• I communicate effectively</li><li>• I follow clear decision making criteria</li></ul>

	<ul style="list-style-type: none"> <li>• I create plans that are easy to follow and contribute to organisational goals</li> <li>• I embrace inclusivity and diversity</li> <li>• I focus on delivering results</li> </ul>
<b>Stewardship</b>	<ul style="list-style-type: none"> <li>• I pay attention to the things that matter most – (a) our physical resources; (b) our people</li> <li>• I nurture, develop and respect our relationships with external stakeholders</li> <li>• I deliver on my promises</li> <li>• I am happy to be held accountable and to hold others to account</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• I have a point of view about the future</li> <li>• I know our stakeholders and see our priorities clearly</li> <li>• I help others to work in ways that have the greatest impact</li> <li>• I develop strategy and translate it into action</li> </ul>
<b>Strengthen</b>	<ul style="list-style-type: none"> <li>• I create a positive work environment</li> <li>• I increase the capabilities of my team</li> <li>• I help people manage their careers</li> <li>• I find and develop next-generation talent</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• I ensure my team is technically competent and always developing</li> <li>• I build high performing teams</li> <li>• I ensure accountability</li> <li>• I am a catalyst for change</li> </ul>

### 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 MAP process.