

## Program Quality Officer

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Company: Educate!

Location: Mbarara

Category: business-and-financial-operations

**Position Overview** Educate!, an award winning non-profit social enterprise, is looking for a self-driven, highly enterprising, and enthusiastic candidate to fill the Program Quality Officer - Position in Uganda. The successful candidate will join our high performing Field Operations Team. The Program Quality Officer will manage a team of 22 Youth Leaders across multiple districts as they carry out their activities for the program & Community Unit administration, Lead all training activities for the Youth Leaders assigned across the region. Take the lead on communications, Support the M&E data collection & reporting through the youth leader team as well as providing quality checks on M&E data. Ensure quality implementation of the program through rigorous monitoring & providing quality program feedback. Coordinate all survey activities in the region & ensure accuracy & timely execution of reporting in all regions and Participate in the mapping out of the survey areas & data analysis. You will report to the Field Operations Manager. The right candidate for this opportunity should be excited about working with young and ambitious youth, self-driven, passionate about our mission of creating leaders and entrepreneurs in Africa, and committed to being part of a high performing team!

About Educate! Africa has the world's youngest and fastest-growing population. By , the continent is poised to contribute more people to the global workforce each year than the rest of the world combined. At Educate! we're obsessed with impact. We leverage iterative learning to build highly scalable youth employment solutions aimed at unlocking the potential of the world's youngest continent. Educate! prepares youth in Africa learn, earn and thrive in today's economy by: 1) introducing an employment-focused school subject into secondary, and 2) delivering livelihood bootcamps for out-of-school youth, with a focus on

marginalized rural girls and young women. To date, more than , youth have been meaningfully impacted across Uganda, Rwanda, and Kenya, and along the way, Educate! has become the largest youth employment and skills provider in East Africa. Educate! is a team of over largely African staff and volunteer youth mentors. We prioritize building an engaging, fulfilling and growth oriented work environment. 50% of our top 30 leaders have been with us for over 5 years, 10+ alumni have started their own organizations and 6 current or former team members were Acumen Fund East Africa fellows. We have been backed by top foundations such as Imaginable Futures, Big Bang Philanthropy, #startsmall, Generation Unlimited, CIFF and Echidna Giving. Educate! won a Klaus J. Jacobs Prize and a WISE Award, and has been highlighted by the World Bank's S4YE's Impact Portfolio, an Al Jazeera documentary, BBC, The Brookings Institution as one of 14 case studies on scaling education, and the Gates Foundation as a Goalkeepers Accelerator. In , we received a catalytic investment from philanthropist Mackenzie Scott to scale our systems change work. Educate!'s long-term vision is to design solutions that measurably impact millions of youth across Africa each year. By , we aim to scale our annual reach by 4x and measurably impact over , new youth.

Performance Objectives Youth Leader Performance Management (30%) Youth Leader Training & Coaching (25%) Quality assurance -skills lab observation (15%) Data Coordination Support(30%) Youth Leader Performance Management (30%) Lead 1:1 meetings with youth leaders bi-weekly. Review work plans, set weekly priorities & align youth leader goals on monthly basis Lead weekly conference calls to address challenges and concerns of Youth Leaders & keep the youth leaders up to date with program changes Lead annual staff appraisals of youth leaders. Complete performance development process and submit to HR. Coordinate and lead Youth Leader capacity building program and their regional meetings. Act as Hiring Manager for all Youth Leader recruitment needs: support Youth Leader recruitment guide update and sit on interview panel as and when required. Oversee VIP graduate-program activities for the region by checking in with Youth Leaders on progress and ensuring that they have the capacity and tools necessary to carry out activities effectively. Youth Leader Training & Coaching (25%) Lead Youth Leader induction for newly hired. Facilitate 1 week training, oversee youth leader job shadowing. Support onboarding of new youth leaders & also provide tailored coaching to youth leaders. Constantly plan & communicate Training plan & program changes to youth leaders. Empower Youth Leaders to develop, clear & be in constant communication & coordination of activities with the mentors in the VIP program. Lead monthly youth leader capacity building program.

Including preparing for youth leader training and providing content related feedback to LEEP team .Facilitate the monthly training. Observe mentors during induction & training to ensure high quality mentors. Quality assurance -skills lab observation (15%) Through the Youth leaders ensure that mentors conducting the GMs & Skills labs are observed & observation forms submitted to the M&E department.Work with the Youth leaders to ensure that they submit the observations forms, participation trackers ,graduate form & missions data at the end of every bootcamp.Ensure that the Youth Leaders are meeting the VIP program monitoring target at all times.Use M&E reports to support the mentors & close VIP bootcamp implementation gaps. Checks quality of Youth Leader and mentor reporting, including all M&E reporting.Collect ,compile & share all the youth leader observation feedback forms with M&E for data analysis.Train Youth Leaders to increase their knowledge on program activities & tracking & ensure mentors implement bootcamp according to design.Ensure trackers , forms, mission data are accurate and information is submitted timely.Communicate regularly with the Field Operations Manager. to ensure that program management concerns are addressed timely and with appropriate urgency Data Coordination Support(30%) Ensure quality implementation of the program through rigorous monitoring & providing quality program feedback Support M&E in the dissemination & collection of the VIP centrality formsWork with M&E to develop data collection tools & also to improve on the data collection processes.Setting timeliness & ensuring that Youth Leaders adhere to the reporting submission timelines.Train Youth Leaders on the importance & usage of the data collection tool. Coordinate all survey activities in the region & ensure accuracy & timely execution of reporting in all regions Participation in the mapping out of the survey learning questions & data analysisLeads student focus groups to check on bootcamp quality implementation. Document all survey learnings and share with the VIP bootcamp implementation team.Leads mentor focus groups to check on VIP bootcamp quality Qualifications Bachelor's degree in any business course with at least 3 years of professional experience. At least 2 years experience in development work (NGO, Schools, Youth related work, Volunteers/Interns, School Practices, Church) directly managing a diverse team of at least 10 people.Must have knowledge in Finance & taxation. Proficiency with Google suites, MS Office Suite, with excellent MS Word and Excel skills, etc.Experience working within the education sector in East Africa preferred and leading & coaching a team, managing finances, program reporting. Excellent interpersonal and written communication skills, strategic Skills, project Planning, and Problem-solving skillsShould be systems oriented, high integrity with experience

in multitasking in a fast – paced environment, set priorities, work independently as well as thrive a team. Experience in multitasking in a fast – paced environment, set priorities, work independently as well as thrive a team. Fits our Five Cultural Tenets (see What is Educate! About? below); Learn more by looking at Educate!'s culture deck here Terms Salary is commensurate with experience Attractive Benefits & Perks including Medical Insurance. Location is Kampala, Uganda. What Is Educate! About? We're ambitious. Are you? Educate! is growing fast, so new opportunities are opening up and expanding all the time. We're inspired by people with drive, and we love to help them reach their full potential. We expect everyone at Educate! to contribute above and beyond their job description, grow their skills, and advance their careers, and we are committed to supporting our staff members on that journey. We put Youth First, Impact-Obsessed - We never forget that Educate! exists to impact youth. We are purpose-driven. We obsess over impact daily and if it doesn't lead to impact, we want nothing to do with it. We prioritize interacting with and listening to youth. We design and manage the organization to ensure every dollar creates transformative experiences that youth value. We Exceed Expectations - We take pride in going above and beyond to achieve the best results. When we know what needs to be done, we do it. We don't wait to be asked and we don't stop at what is asked of us. We look for solutions as much as we identify problems. We Are Always Learning - We are committed to seeking and applying new knowledge and ideas. We stay open-minded. We know there is always another way and we are excited to learn about it. We continuously look for resources of all kinds from multiple disciplines. We try new things, experiment, grow, and improve. We invest in learning for ourselves and our teams. We are One Team, Many Views - We say what we think while treating each other well. We believe that all people have the same inherent value and that diverse ideas and open dialogue fuel excellence. We constantly strive to create an environment where everyone can and does express themselves freely. We support and respect each other as people and colleagues. We act as one team: We prioritize the organization's mission and goals over team or individual goals. We have the Startup Mindset - We will always keep innovating to grow our impact. We aspire to be game-changing. We never think "we have arrived" or "we're done." We question the status quo in our industry. We move fast and embrace change to move towards our long-term vision. We're not afraid of failure. We interrogate anything that slows us down.

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