

# Head of Quality and Impact

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<b>Position Number</b>	714
<b>Classification</b>	Category 2Enhanced
<b>Section/Unit</b>	Programs and Transformation
<b>Reports to</b>	Executive Lead International Programs and such other persons as directed
<b>Hours of Work</b>	Full time
<b>Preferred Location</b>	Melbourne

### Scope of Position

The Head of Quality and Impact provides overall leadership and drives transformation in support of Oxfam Australia's commitment to excellence in quality program delivery. This role is central to continuous improvement in Oxfam Australia's International and First Peoples program planning, design and delivery. This role requires exceptional people leadership skills, collaborative management, cross-team engagement, and deep expertise in program quality, compliance, learning, and impact.

This position plays a leading role in program quality systems and expertise, business development, as well as learning and impact work. The role provides strategic direction and technical oversight to ensure Oxfam Australia mobilises the right program quality and business development expertise at the right time, to support the delivery of high-quality outcomes and demonstrable impact. By elevating and integrating critical technical functions, the role builds a cohesive team that strengthens Oxfam Australia's ability to design and deliver quality and compliant programs, as well as understand, evidence, and communicate how change happens.

This role leads a team of technical experts responsible for Business Development (primarily in institutional fundraising), Safeguarding, Gender Equality, Disability and Social Inclusion (GEDSI), and Monitoring, Evaluation, Accountability, Learning (MEAL), and Impact. The team ensures that Oxfam's program quality, learning and impact practices are aligned with the Australian Council for International Development (ACFID) Code of Conduct and

Department of Foreign Affairs and Trade (DFAT) donor compliance and accreditation requirements.

The role leads cross team collaboration to embed evidence-based learning, innovation, and continuous improvement across international programs primarily, in addition to engaging with First Peoples program, Advocacy, and Operational teams. This position plays a pivotal role in shaping Oxfam Australia's quality, impact, and learning agenda, ensuring the organisation remains accountable, evidence-driven, and committed to equitable and effective programming.

## **Key Responsibilities**

### **Strategic Leadership**

- Act as a key member of the International Programs (IP) management team, contributing and collaborating effectively with other members to effectively to lead and steer international programs in alignment with strategic goals.
- Create a culture that supports team cohesion and effective information sharing practices that foster cross-team and inter-team capability development, and innovation.
- Provide strategic direction to ensure Oxfam Australia's programs are integrated and deliver high-quality outcomes and demonstrable impact in alignment with the Strategic Plan.
- Shape and influence Oxfam Australia's quality and impact approach as part of an integrated international program strategy, ensuring alignment with organisational priorities, donor requirements, and global Oxfam standards.
- Provide leadership and actively contribute to the development of Oxfam Australia's international partnership approach, including specifically our offer to partners in program quality and business development.

### **Technical Oversight – Quality & Impact**

- Oversee the design and implementation of systems and frameworks that ensure quality, learning, and accountability across all programs.
- Lead OAU's approach to program quality including convening periodic program quality review processes in order to ensure compliance with Oxfam's program quality standards, donor requirements and standards, the ACFID Code of Conduct, and DFAT accreditation requirements.
- Mobilise the Quality and Impact to support in DFAT accreditation activities including tracking trends, policy compliance, system readiness, and evidence documentation.
- Provide leadership and guidance to ensure programs are designed and delivered to high technical and ethical standards, incorporating Safeguarding, GEDSI and MEAL practice, principles and frameworks across the portfolio, ensuring evidence-based decision making and learning.
- Ensure the Quality and Impact team effectively supports the strengthening of Oxfam country teams' and local partners' program quality standards.
- Proactively identify and address emerging gaps or priorities needed to support program quality by developing strategies and identifying resources to support partners in close collaboration with International Programs teams.

## **Evidence, Learning and Impact**

- Provide expert, strategic advice on evidence-based organisational quality, learning and impact to relevant stakeholders.
- Ensure OAU is able to demonstrate and communicate its impact clearly to key internal and external stakeholders.
- Foster innovation and adaptive learning, ensuring insights and lessons are systematically captured and shared across the organisation and sector.
- Strengthen quality, learning and impact coherence across teams whilst leading organisation-wide efforts to embed program quality, accountability, and effectiveness standards across OAU's international programs.
- Provide high-level oversight of monitoring, evaluation, accountability and learning frameworks, program evaluations, and learning systems.
- Provide leadership and maintain oversight on team planning of key pieces of learning, reviews and evidence submissions, providing hands on support where required.

## **Business Development**

- Oversee the business development function of international programs, supporting and steering Oxfam Australia's capability in this area, and our ambitions to grow and diversify institutional funding through a locally-led model.
- Provide strategic advice to the leadership team on donor trends, funding opportunities, and OAU positioning.
- In collaboration with others, steer the development of Oxfam Australia's Funding Strategy, identifying the resourcing, internal and external relationships and skills needed to fulfill this.
- Provide leadership on prioritisation of investment in and resourcing of business development in line with organisational ambition and capability, while meeting partnership commitments within Oxfam.
- Ensure that sufficient and appropriate internal and external support has been mobilised to contribute to quality proposals.

## **External Engagement & Influence**

- Represent and share OAU's learning and impact to influence sectoral practice and on quality, accountability, safeguarding, and GEDSI.
- Contribute to Oxfam International's global knowledge and practice, positioning OAU as a thought leader in quality and impact.
- Strengthen relationships with academic institutions, networks, and coalitions to enhance learning and external credibility.
- Contribute to donor reporting and proposals, ensuring high-quality evidence is presented.

## **Budget Responsibilities**

- Oversee budget planning and forecasting for quality and impact portfolio

## Living our Values

Your strong commitment to Oxfam Australia's values will be essential in achieving desired results in all aspects of our work.

- **Equality:** We believe everyone must be treated fairly and have equitable access to rights and opportunities.
- **Empowerment:** We foster a culture of trust where everyone has the tools, information, and safety to make decisions, take ownership, and grow through learning — including from mistakes
- **Solidarity:** We collaborate across boundaries and sectors, guided by integrity and shared purpose, to promote human rights, advance justice, and work towards a just and sustainable world.
- **Inclusiveness:** Ensuring all perspectives are welcomed and valued and calling out exclusionary behaviours when they arise to foster a truly respectful and inclusive workplace.
- **Accountability:** We act with integrity and take responsibility for following through on our commitments — to each other, to our partners, and to the communities we serve
- **Courage:** We speak up, own our mistakes, and embrace bold, thoughtful action that addresses the root causes of problems and inequity to create meaningful change.

## Technical Knowledge & Experience

- Proven expertise in international development and humanitarian program design, delivery, and evaluation.
- Exceptional people leadership skills, with a track record of fostering high performing multi-disciplinary teams.
- Strong knowledge and practical experience program quality, monitoring, evaluation, accountability, and learning (MEAL), and impact measurement and reporting across development and humanitarian contexts.
- In-depth understanding of donor compliance frameworks, particularly DFAT accreditation and ACFID Code of Conduct.
- Knowledge of global safeguarding standards, and in-depth understanding of DFAT and donor safeguarding standards.
- Ability to embed Gender Equity, Disability, and Social Inclusion (GEDSI) principles and commitments across humanitarian, development, and First People's programs.
- Strong strategic and advisory capability to shape organisational frameworks, culture, and practice.
- Experience in leading organisational learning, knowledge management, or innovation processes.
- Proven stakeholder engagement and partnership-building skills, with the ability to work effectively across internal and external actors.
- Excellent analytical, communication, and facilitation skills, with the ability to influence and build consensus.
- Demonstrated experience in business development.

## Personal Skills & Attributes

- Strong self-awareness, and high degree of emotional intelligence and humility.
- High level verbal and written communication skills suited to navigating complex and nuanced subject matter, whilst tailoring complex technical information into practical guidance to a wide range of audiences.

- Sensitivity to cultural differences and gender issues and commitment to equal opportunity as a guiding principle.
- High level of cross-cultural communication and interpersonal skills, with the ability to work across a range of cultural contexts.
- Ability to lead and articulate policy and strategy for the sector.
- Strong networking, partnering and representational skills.
- Personal experience of the injustice we seek to address (not mandatory).
- Capacity to work under pressure – resilient, optimistic with the ability to balance work demands with other life needs and to model an appropriate work style to colleagues.
- Growth mindset including a commitment to continuous learning, openness to change and new ideas, and a capacity to analyse those of practical value.
- Strong collaboration skills, initiative, and a capacity to work effectively as a member of multiple multi-disciplinary teams, as well as flexibility in work undertaken in order to assist colleagues and the organisation.
- Openness and willingness to learn about the application of gender/gender mainstreaming, women’s rights, and diversity for all aspects of development work.
- Understanding of and commitment to Oxfam Australia's development philosophy, principles and objectives; Oxfam’s purpose, culture and ways of working; and commitment to Oxfam’s safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.

## **Travel**

- Occasional international and/or interstate travel is a requirement of the position. It is a condition of employment that staff abide by all agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol.

## **Child Safeguarding**

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- This role requires Oxfam representation when occasionally visiting the field (overseas and domestic).
- This role involves making decisions which may affect children, including volunteers and other supporters under the age of 18.