

Sanad for Alternative Parental Care Operations & Quality Lead

ABOUT SANAD	Sanad for Alternative Parental Care is a non-profit organization, yet acts as a social enterprise, is registered under the Ministry of Social Solidarity (MoSS) since 2008. Our Vision: A world where orphans shape their future. Our Mission: Strengthening the alternative parental care system through standardization, research, certified training, and advocacy, so that every orphan to realize his uniqueness and potentiality. Since its foundation, Sanad has been introducing innovative solutions based on a transformation approach to reform orphanage care in Egypt and ensure a better future for children and youth raised in care homes. Yet, in 2016, Sanad extended its efforts to include another form of alternative care which is foster/alternative families (Kafala) by joining the Higher Committee of Alternative Families at MoSS. Sanad created a breakthrough in the field of orphans care by developing Quality Standards for Alternative Care within care homes for children and youth without parental care and advocating for mandating these standards nationwide which was accredited and mandated by the Ministry of Social Solidarity in June 2014. Sanad's projects and programs are driven from its long-term strategic objectives (2024-2030): 1. Providing technical support to enable the transformation of care-homes' system from institutional care to semi-family care. 2. Qualifying foster families to be capable of raising children deprived of parental care. 3. Preparing qualified cadres to work within the alternative care system. Developing mechanisms of sustainability and ensuring the quality of the alternative care provided in all its forms. 3. Gaining the support of the private sector and the civil society to advocate for equal opportunities for all care leavers. 4. Raising the institutional and the technical efficiency of civil society organizations and the private sector to empower care leavers socially and economically. Sanad was recognized as one of the best six practices worldwide to improve the living environment by Dubai International Award, was selected as the best project under the Humanitarian Category in the Arab Region by MBC Hope in 2014, was recognized by Prince Mohamed Bin Fahd Prize for Best Charity Performance in 2017 in the Arab World and received Misr El Kheir Foundation "Social Pioneers Prize" in 2020 for its effort in implementing the fourth goal in the SDGs "Quality Education."
REPORTS TO	Care Quality & Development Manager

JOB PURPOSE

The Operations & Quality Lead ensures the efficient, timely, and high-quality execution of Sanad's programs and interventions. The role focuses on translating technical plans into tangible, well-coordinated results, while maintaining operational excellence, consistency, and accountability in all implementation processes.

Working closely with peers in the technical functions, the Lead guarantees that Sanad's interventions are delivered according to standards, timelines, and quality benchmarks, ensuring maximum impact on beneficiaries and partners.

DUTIES & RESPONSIBILITIES

Quality Assurance and Standards Compliance

- Ensure that all interventions comply with Sanad's Quality Standards Framework, Pearson accreditation requirements, and internal delivery protocols.
- Conduct periodic quality checks, field visits, and post-activity reviews to verify performance, compliance, and learner experience.
- Coordinate corrective and preventive actions with technical teams to close gaps and drive continuous improvement.
- Maintain standardized documentation of lessons learned, good practices, and success stories to strengthen institutional learning and audit readiness.
- Support internal and external quality reviews by ensuring all delivery and compliance records are accurate and up to date.

Process Improvement and Operational Excellence

- Design and maintain tools, templates, and checklists that standardize execution, documentation, and reporting across technical activities.
- Identify workflow inefficiencies and recommend improvements that enhance coordination, productivity, and resource use.
- Promote a culture of accountability, precision, and continuous improvement throughout the Technical Department.
- Support the Technical Manager in building systems that ensure consistent, auditable delivery and quality standards aligned with accreditation expectations.

Performance Monitoring and Reporting

- Monitor progress against departmental work plans, ensuring timely completion of deliverables and adherence to quality benchmarks.
- Consolidate and analyze delivery data to generate insights, inform decision-making, and highlight emerging trends.
- Prepare regular progress and quality reports for the Technical Manager and PMO.
- Support internal, donor, and accreditation-related reporting through accurate, evidence-based documentation.

	Program Delivery and Coordination • Oversee and coordinate the implementation of technical activities across all functions under the Technical Department. • Ensure alignment between program design (PMO) and field execution, maintaining quality, scope, and timelines. • Manage tracking systems and dashboards to monitor progress and flag risks or bottlenecks early. Collaboration and Stakeholder Engagement • Work collaboratively with Technical Leads to synchronize schedules, optimize resources, and ensure cohesive delivery. • Coordinate with external partners, vendors, and accreditation bodies to guarantee timely, compliant, and high-quality program execution. • Contribute to internal and external audits, ensuring compliance with donor, organizational, and Pearson standards.
JOB REQUIREMENTS	• Bachelor's degree in Business Administration, Project Management, Development Studies, or related field. • 7–9 years of experience in programs coordination, quality assurance, or operational excellence roles, with a minimum of (3) years in a leadership role preferably within nonprofit, development, or training environments. • Excellent communication and documentation abilities in English and Arabic is a must. • Demonstrated experience in managing project implementation and ensuring quality and timely delivery. • Strong analytical, organizational, and problem-solving skills. • Experience working with cross-functional teams and diverse stakeholders.
CORE COMPETENCIES & PERSONAL ATTRIBUTES	• Professionalism & Reliability • Results-oriented and highly organized • Strong coordination and follow-through skills • Analytical mindset with attention to detail • Quality- and process-driven approach • Excellent interpersonal and teamwork abilities • Adaptable, proactive, and solutions-focused
APPLICATION Form	<u>APPLICATION FORM</u>

Note: We'll be in touch with those who make it to the shortlist for interviews. Appreciate your interest!