Executive Director
Humanitarian Quality Assurance Initiative (HQAI)

Job title: Executive Director
Job Purpose: Lead, position and manage HQAI
Start date: June 2022
Reporting to: President, Board of Directors

Background
HQAI is an independent auditor for the humanitarian and development sector. The standard we use is the Core Humanitarian Standard (CHS) on Quality and Accountability. HQAI verifies that organisations correctly apply the standard from the head office to the operations/programmes. HQAI responds to growing demands from NGOs, governments, donors and the public, for a professional, objective and independent assurance that organisations supporting vulnerable and at-risk communities act in accordance with the CHS. HQAI is a not-for-profit organisation registered as a Swiss association.

The Executive Director is responsible for promoting and positioning the Humanitarian Quality Assurance Initiative and leading and managing its secretariat. S/he manages the secretariat’s Senior Management Team.

Under the general direction of the Board of Directors, and in close collaboration with his/her Deputy, the ED is responsible for:

- Ensuring that HQAI develops, delivers and maintains high quality independent quality assurance services, relevant to humanitarian and development organisations, regardless of size, origin, country(ies) of operation and in different contexts;
- Representing and promoting HQAI externally to maintain and further develop its audited partners and support base, and raise resources for its work;
- Leading and managing HQAI’s Secretariat so that it delivers against an agreed upon strategy.

Main duties and responsibilities

1. HQAI delivers high quality relevant independent quality assurance services

   - Ensures that HQAI has the necessary administrative, technical and human resources to undertake its work professionally, as attested by its accreditation under relevant ISO standards for certification bodies
   - Ensures that HQAI’s relationship with audited partners, or would-be partners, is positive, grounded in effective, relevant and predictable services and communications
   - Responsible for effective decision-making for the different audit schemes operated by HQAI
   - Leads the development and maintenance of a culture of entrepreneurship, innovation, out-of-the-box, and solutions-oriented approach to issues, at the service of audited partners and the populations they work with.
2. HQAI is known and its services are recognized and valued by its stakeholders
   - Represents HQAI and engages with humanitarian and development organisations (NGOs, UN, IO, etc.), governments, donors, inter-governmental bodies and, where relevant, private sector to build support and recognition for HQAI’s services
   - Responsible for maintaining and expanding HQAI’s base of audited partners
   - Proactively seeks harmonisation with relevant existing or developing certification-like initiatives, including donor due-diligence processes, so as to expand HQAI’s base of audited partners
   - Leads efforts to fundraise to adequately resource HQAI’s work
   - Ensures close collaboration with the CHS Alliance in efforts to promote the CHS and CHS-based independent quality assurance.
   - Leads the processing and promoting of findings and learnings from HQAI’s work to inform CHS guidance and revisions and relevant humanitarian fora and stakeholders
   - Leads coordination with initiatives related to quality and accountability in the humanitarian and development field, to contribute to consistency and complementarity across relevant quality and accountability efforts.

3. HQAI’s Secretariat is effective and efficient
   - Leads and manages the implementation of the strategic and annual plans and budgets, against a sound business plan and actual resources
   - Leads and manages the Secretariat so that it delivers against agreed-upon strategy, plans and budget, through effective management and oversight
   - Maintains a culture of work which is service-oriented and respectful of all stakeholders
   - Ensures that HQAI activities are conducted efficiently and effectively, in accordance with prevailing legal and regulatory requirement and in respect of staff well-being
   - Ensures the support of governance bodies’ meetings and activities
   - Advises the Board on strategic and policy issues and direction, plans and budgets and reports on their implementation.

Qualifications

- At least 10 years business management experience, at senior level
- Demonstrated leadership, strategic thinking and planning, and organisational development
- Good knowledge of NGO organisational models
- Good knowledge of the humanitarian and development sector, including donors, especially as it relates to quality and accountability
- At least 5 years’ experience in multi-stakeholder governance, third-party conformity assessment, ethical or people-centred standards and ethical standard systems
- Experience in managing a conformity assessment scheme at senior level
Experience in ISO standards relevant to conformity assessment activities
Demonstrated track record in the field of organisational performance audits, or monitoring and evaluation
Fluent in spoken and written English and ideally other UN languages, and good writing skills

Competencies
- Entrepreneurial mindset; innovative and out-of-the-box thinker
- Excellent inter-personal skills
- Team-player, demonstrated ability to collaborate, negotiate and build consensus
- Excellent communicator
- Demonstrated ability to make informed decisions and deliver under pressure
- Sense of humour

Application
Interested candidates should submit their applications (in English) by email to:
recruitment@hqai.org

Please email your CV, a cover letter, the names of two references, and mention “Executive Director” in the subject line. Referees will not be contacted before the end of the selection process. **Deadline for applications: October 20, 2021.**