Job Description for:	Head of Content & Quality Control
Salary:	£45,000 - £50,000 per annum
Based in:	Norwich, UK
Reporting to:	Executive Director

The Charity

Care for Children's vision is to see 'a world of children in families'.

We develop strategic partnerships with governments to help create a positive alternative to institutional care through local family-based care. Care for Children has been operating in China since 1998, helping a generation of disadvantaged children to be placed into good, local families.

To support Care for Children's new vision statement to see 'a world of children in families', a new global strategy is being formed to ensure every country can access the support required to implement a family-based care system for disadvantaged children. With this exciting opportunity comes new operational challenges, but our unique vision and mission drive us forward.

Job Brief

Care for Children exists to see a world of children in families. For over 25 years, we have worked with governments across Asia to reform child welfare systems and transition children from institutional care into safe, nurturing families. With more than one million children placed into families, we are now advancing a bold new strategy.

Our Regional Hub Model establishes selected countries as centres of excellence for child welfare reform. Hosted within government ministries, these Hubs provide training, technical support, policy guidance, and shared learning to neighbouring countries. The My Family digital platform—a comprehensive learning and knowledge-sharing system—sits at the core of this new model.

The Head of Content & Quality Control is a key leadership role within Care for Children's new organisational structure. Working closely alongside and in support of two senior leaders—the Head of International Projects (who oversees the strategic development of Regional Hubs) and the Head of Training (who oversees the dissemination of My Family content and leads Family Placement Regional Conferences)—you will ensure that all learning, training, and knowledge resources across the system are of the highest quality, accuracy, and integrity.

You will safeguard consistent application of Care for Children's family-based care model across all content, lead the quality assurance function for knowledge products, and build a world-class learning environment that supports government-led reform. Your work will directly strengthen the effectiveness of the Hubs, enhance training outcomes, and ensure that evidence and learning drive continuous improvement across regions.

Key Responsibilities:

1. Content Quality Leadership
   - Lead the quality assurance review of all training materials, tools, and knowledge products developed internally or through the Hubs.
   - Ensure all content aligns with Care for Children's model, methodology, values, and core principles.
   - Provide ongoing quality oversight to ensure content remains accurate, updated, and fit for purpose as the model evolves.
2. Collaboration with Key Leaders
   - Work alongside the Head of International Projects to ensure content supports the strategic development and function of Regional Hubs.
   - Support the Head of Training in the adaptation, enhancement, and dissemination of My Family content, and contribute to producing high-quality materials for Family Placement Regional Conferences.
   - Act as the central content expert ensuring cohesion across strategy, training, and implementation.
3. Knowledge & Learning Systems Development
   - Lead the design and management of systems that enable the capture, organisation, and sharing of knowledge across the Hubs.
   - Oversee content curation for the My Family digital platform, including e-learning materials, case studies, toolkits, and research outputs.
   - Maintain a consistent and high-quality digital knowledge environment.
4. Content Creation & Evidence-Based Resources
   - Produce or supervise high-quality written, visual, and digital resources that support family-based care reform.
   - Synthesize learning from Hub activity, policy engagement, and technical support into accessible knowledge products.
5. Support Training & Capacity Building
   - Work with the Head of Training to ensure all training content is high-quality, consistent, and aligned with adult learning principles.
   - Contribute to the development of e-learning pathways and blended training resources.
6. Strengthen Regional Learning & Exchange
   - Support coordination of peer-to-peer learning, cross-country exchanges, and study visits initiated by the Hubs.
   - Encourage communities of practice and learning networks among government partners and practitioners.
7. Monitoring, Evaluation & Improvement

- Collaborate with M&E colleagues to ensure content and training are informed by data, feedback, and field learning.
- Use insights to refine and improve materials continuously.

8. Support Research & Evidence Generation
- Contribute to research initiatives, evaluations, and evidence-building projects led by Care for Children's global team.
- Help translate emerging evidence into practical, accessible learning resources.

9. Promote Innovation & Learning Culture
- Identify opportunities to integrate new technologies, tools, and approaches into content creation and learning systems.
- Foster a culture of continuous learning and innovation across Regional Hubs.

10. Work with the University of East Anglia Centre for Research in Children and Families.
- Update content through up-to-date research
- Add additional information relevant to good family placement systems

Qualifications:

Essential
- University degree in Social Work, Development Studies, Knowledge Management, Education, or a related field.
- Minimum five years' experience in knowledge management, learning, training development, or M&E within the NGO, government, or development sectors.
- Strong experience managing digital learning or knowledge platforms.
- Outstanding writing, analytical, and communication skills.
- Experience designing or delivering training.
- Strong organisational and planning skills.
- Ability to work collaboratively across cultures and teams.
- Excellent spoken and written English.

Desirable
- Knowledge of child protection, family care systems, or global childcare reform.
- Experience working with government ministries or international partners.
- Familiarity with practice-oriented research or learning systems in development programmes.

Why This Role Matters

By ensuring that all training, learning, and knowledge content is accurate, accessible, and aligned with our values, the Head of Content & Quality Control will play a vital role in equipping governments to deliver lasting, transformational child welfare reform. Your leadership will help move more children out of institutions and into safe, loving families—where every child belongs.

Personal note from Executive Director:

"Care for Children's team is on the cutting edge as we lay the foundations for projects that seek to positively and permanently change child welfare systems around the world, in

favour of family-based care in the community for disadvantaged children. Change is often challenging. Our pioneering projects have a big vision and will require both passion and perseverance from everyone in the team, but the results will ensure that thousands of the most vulnerable children in the world will have the opportunity to grow up in a secure and loving family environment."

Robert Glover
Founder and Executive Director
Care for Children