LISA SINGINE

Programme Manager | International Development | Sub-Saharan Africa

FCDO Certified Project Delivery Professional

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PROFESSIONAL SUMMARY

Senior programme professional with over 15 years of experience within the British government's international development infrastructure, delivering measurable outcomes across education, health, governance, and social protection in Zambia. Formally recognised under the FCDO Project Delivery Profession framework as a certified Programme Manager, with direct accountability for multi-million-pound portfolios delivering impact at scale — including a Girls' Education programme that exceeded its target reach of 36,100 beneficiaries by 40%. Proven expertise in compliance architecture, partner financial management, strategic risk oversight, and high-level stakeholder engagement spanning NGOs, UN agencies, multilateral institutions, and host government ministries.

KEY ACHIEVEMENTS

- Delivered FCDO's £12m Girls' Education Infrastructure Programme across 5 provinces and 8 schools in Zambia, reaching 36,100 girls — exceeding the target by 40% and expanding the original 6-school programme through 2 additional new school builds.
- Managed a high-risk £35m Health Systems Strengthening Programme (WHO, UNFPA, USAID), clearing all audit findings and receiving a formal commendation from senior management — directly contributing to consideration for promotion.
- Designed and implemented a compliance tracking tool adopted permanently across the FCDO programme hub, ensuring 100% on-time completion of due diligence processes and annual review recommendations — recognised with three consecutive quarterly Spot Awards (£250 each).
- Resolved a critical partnership breakdown between PEAS and the Zambian Ministry of Education by brokering joint engagements with the British Council, resulting in MoE commissioning elements of PEAS's work and officially opening multiple schools.
- Identified a financial discrepancy through a field visit interaction with a downstream partner and escalated appropriately through FCDO counter-fraud channels.
- Appointed Acting Programme Officer twice (2018 and 2022) ahead of permanent confirmation, reflecting sustained high performance and trust from senior FCDO management.
- Delivered concurrent programmes across three thematic areas — Girls' Education, Health Systems Strengthening, and Social Protection — managing partners including WHO, UNFPA, USAID, UNICEF, World Bank, British Red Cross, British Council, PEAS, and the Zambian Ministry of Education.

PROFESSIONAL EXPERIENCE

Programme Officer | June 2022 – Present

Foreign Commonwealth & Development Office (FCDO), British High Commission, Lusaka, Zambia

- Manage the full project delivery cycle across Democracy & Governance, Social Protection, and Girls' Education programmes, ensuring alignment with FCDO compliance standards and strategic objectives.
- Serve as Programme Responsible Owner for the £12m Girls' Education Infrastructure Programme — accountable for outcomes, budget, risk, and quality assurance across 5 provinces, 8 schools, and 36,100 girl beneficiaries.
- Develop and maintain Theory of Change frameworks and apply adaptive management approaches to respond to evolving programme contexts on the ground.
- Oversee financial forecasting, expenditure tracking, and risk management across all programme lifecycles.
- Draft and review annual reviews, completion reports, due diligence assessments, and asset spot checks for all managed programmes.

- Manage partner funding agreements with NGOs and multilateral institutions — including PEAS, British Council, UNICEF, World Bank, British Red Cross, and the Institute of Development Studies — covering contract drafting, legal compliance, and performance monitoring.
- Maintain project data in ARIES (Results Reporting) and AMP (Aid Management) systems; escalate fraud and compliance concerns to the Counter Fraud Secretariat.
- Deliver quarterly compliance training for all 1HMG staff; advise colleagues on regulatory adherence and internal controls.
- Identified a financial discrepancy through direct field interaction with a downstream partner and escalated through appropriate FCDO channels.
- Brokered resolution of a high-risk partnership breakdown between PEAS and the Ministry of Education by leveraging British Council relationships — resulting in MoE commissioning PEAS's work and officially opening several schools.

> *Received three consecutive FCDO Spot Awards for the development of a permanent compliance tracking tool, now in active use across the full programme hub. Formally commended for managing a high-risk programme above grade, which contributed directly to permanent promotion to Programme Officer.*

Assistant Programme Officer | April 2014 – May 2022

Foreign Commonwealth & Development Office (FCDO), British High Commission, Lusaka, Zambia

- Supported delivery across multiple FCDO programmes including the £35m Health Systems Strengthening Programme, maintaining data integrity and tracking milestones for timely execution.
- Managed the £35m Health Systems Strengthening Programme tracking system — improving partner reporting significantly and clearing all outstanding audit findings.
- Drafted and managed partner funding agreements for NGOs and multilateral partners — including WHO, UNFPA, USAID, and Ministry of Community Development — in standard FCDO formats.
- Contributed to programme performance reviews, field monitoring visits, and due diligence assessments across multiple thematic areas, strengthening partner accountability.
- Assisted with financial management through forecasting, expenditure tracking, and processing DFID administrative payments.
- Acted as Personal Assistant to the British High Commissioner and Development Director during absences, demonstrating adaptability and discretion at senior leadership level.
- Appointed Acting Programme Officer in 2018 and again in 2022 ahead of permanent confirmation.

Entry Clearance Assistant | April 2009 – March 2014

UK Border Agency, British High Commission, Lusaka, Zambia

- Managed operations of the UK Border Agency visa section in Zambia, including records management and monthly audit compliance.
- Processed applications for diplomatic passport holders, senior government officials, and high-value clients — serving as the primary point of contact for applicants while the Entry Clearance Manager operated remotely from South Africa.
- Provided direct applicant assessments and professional opinions to inform visa decisions, having first and direct contact with all applicants at the counter.
- Liaised with the diplomatic community, host government, and members of the Zambian public on visa matters.
- Enrolled biometrics and maintained workstations to UK Border Agency standards.
- Line-managed a member of the visa section team.

KEY PARTNER ORGANISATIONS

Girls' Education: Promoting Equality in African Schools (PEAS), British Council, Ministry of Education Zambia

Health Systems: World Health Organisation (WHO), UNFPA, USAID

Social Protection: World Bank, UNICEF, British Red Cross, Institute of Development Studies (IDS), Ministry of Community Development & Social Services

EDUCATION & QUALIFICATIONS

BSc Project Management (Programme completed) 2021 – 2025
Cavendish University Zambia, School of Business & IT

ABE Level 6 Diploma in Business Management (QCF) — Ofqual Regulated 2013 – 2017
Association of Business Executives (ABE)

ABE Level 5 Diploma in Business Management — Higher (QCF) 2009 – 2012
Association of Business Executives (ABE)

ABE Certificate in Business Administration 2006
Association of Business Executives (ABE)

Associate Member (AABE) 2012
Association of Business Executives (ABE)

PROFESSIONAL DEVELOPMENT

- FCDO Project Delivery Profession — Certified Programme Manager (Current)
- FCDO Programme Operating Framework & Project Lifecycle Learning Course, FCDO Centre for Delivery (2023)
- Project Management for Development Professionals — Level 1 Certificate, APMG International (2017)

SKILLS & SYSTEMS

Programme Systems: ARIES (FCDO Results Reporting), AMP (Aid Management Platform), HERA (FCDO HR & Finance)

Office Tools: Microsoft Word, Excel, PowerPoint, Outlook, SharePoint

Core Skills: Programme lifecycle management, compliance & due diligence, financial management, risk management, partner contract management, stakeholder engagement, monitoring & evaluation, Theory of Change, field monitoring

Languages: English (full professional proficiency)

PROFESSIONAL REFERENCES

Ms Ival Cummings-John
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Full qualification documents, transcripts, and reference letters available on request.