



JOB TITLE: Accountability Officer
 Department: AME
 Location: Maban
 Date of Advert: 24/01/2017
 Date of Closure: 10/02/2017
 Reporting to: Country AME Manager

SO. N. 3
 Approved
 Alm. KILSHERI



JOB PURPOSE

The Accountability Officer contributes to improving the quality of ACTED programming through the accurate registration and timely follow up of any complaints about ACTED's activities or staff and contributing to the development of appropriate messaging and communication strategies. The Accountability Officer is the first point of contact for beneficiary complaints. As such the Accountability Officer will need to be neutral and establish a role and mechanisms based on the highest integrity which beneficiaries will trust.

CHAIN OF COMMAND

Under the authority of:

- Country AME Manager or Project Development Manager/Officer
- AME Officer (in absence of Country AME Manager/PD Manager)

Line Management:

- None

WORKING RELATIONS

Internal Relations:

- Area Coordinators/Base Managers
- AME Monitors
- Project Managers
- Country Transparency and Compliance Manager

External Relations:

- Beneficiaries
- Communities
- Implementing Partners/ Partner Organizations

OBJECTIVES

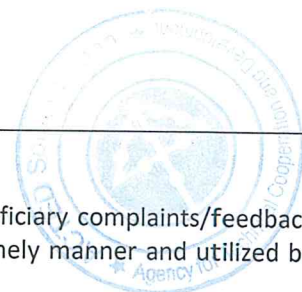
Establish and ensure effective functioning of the Beneficiary Complaints and Response Mechanism, enhance the trust and confidence of beneficiaries, identify areas of our work which need to be improved and ensure that ACTED learns from the feedback provided through this process.

DUTIES AND RESPONSIBILITIES

1. Beneficiary Complaints and Response Mechanism (CRM)

1.1. Establishment and Promotion of the CRM

- a) Establish, implement and monitor the beneficiary Complaints and Response Mechanism (CRM) for the country mission in line with ACTED standard beneficiary CRM procedures;
- b) Build capacity and understanding among ACTED staff, partners and contractors on beneficiary accountability and CRM;
- c) Accompany the AME and/or project teams to the field in order to spread awareness about the CRM to beneficiaries, as well as local authorities and stakeholders in ACTED's areas of implementation, during field visits;
- d) Develop CRM IEC materials in language that can be widely understood (including people with low levels of literacy);
- e) Regularly assess effectiveness of all information sharing efforts and incorporate findings into revised approaches;
- f) Maintain records of CRM awareness raising and promotion activities (including approximate numbers of participants) and submit to Project Managers as required;



1.2. Implementation of the CRM

- a) Ensure the effective functioning of the beneficiary CRM and that beneficiary complaints/feedback is adequately captured, analyzed, addressed and responded to in a timely manner and utilized by the program and coordination teams;
- b) Receive complaints through telephone hotline, in writing and in person;
- c) Follow up on complaints received by other ACTED staff with the same diligence as complaints received through the CRM directly;
- d) Treat urgent and/or sensitive complaints with the immediate attention they require, and ensure a fast resolution;
- e) Maintain confidential and detailed records of all complaints in the CRM database and other electronic and hard copy filing systems, as appropriate;
- f) Respond to complaints objectively, accurately, and in line with ACTED guidelines, using information provided by Project Managers, AME Officers/Monitors, Area Coordinators, Technical Coordinators, project documents, FLAT documents and procedures, etc;
- g) Follow up on pending complaints with Project, AME, and Coordination staff;
- h) Analyse patterns and trends in complaints to help ACTED improve its programming;
- i) Produce a monthly analytic CRM report for ACTED staff, following ACTED template;
- j) Adapt and improve the CRM based on monitoring of its effectiveness.

2. Other

- a) Provide regular and timely updates on progress and challenges to supervisors and other team members;
- b) Assist project and AME teams with other activities, as requested by immediate supervisor;
- c) Perform any other related activities as assigned by immediate supervisor.

KEY PERFORMANCE INDICATORS

- Functioning and effective Complaints Resolution Mechanism in place in all areas of implementation
- % of complaints closed within 15 days during past 6 months

Applications

- Applications should be submitted in English, and should include:
 - detailed CV
 - cover letter
 - photocopy of all university degrees
 - photocopy of national ID card,
 - photocopies of work certificates related to past jobs
- All applications should be submitted to the ACTED Country Office in Juba (Hai Malakal by February 10, 2017. Or by mail to juba.hrofficer@acted.org; oriana.angelucci@acted.org; juba.adminassist@acted.org
- Shortlisted candidates will be contacted by ACTED Human Resources Department within two weeks of the application deadline.
- Application materials are not returnable, therefore applicants are strongly recommended not to submit original documents.
- Note: This position is open to South Sudan Nationals & Women are encouraged to apply.