



## Job Vacancy Announcement

Department: Appraisal, Monitoring and Evaluation (AME)  
Position: Accountability Assistant (1 Position)  
Contract duration: Six (6) months  
Location: Maban, Upper Nile State  
Eligibility: South Sudanese National only  
Opening date: 25<sup>th</sup> January, 2021  
Closing Date: 15<sup>th</sup> February, 2021

50-H-3  
Approved by  
MOLRSS  
Amartay  
26/01/2021

MINISTRY OF LABOUR  
REPUBLIC OF SOUTH SUDAN  
26 JAN 2021  
JUBA

### Background ACTED

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Our interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Our 3,300 staff are committed in responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

### Job Purpose

The Accountability Assistant contributes to improving the quality of ACTED programming through the accurate registration and timely follow up of any complaints about ACTED's activities/staff and also contributes to the development of appropriate messaging and communication strategies. The Accountability Assistant is the first point of contact for beneficiaries who need to raise complaints. As such, the Accountability Assistant will need to be neutral and establish mechanisms that based on the highest integrity which beneficiaries will trust.

<p><b>CHAIN OF COMMAND</b></p> <p><u>Under the authority of:</u></p> <ul style="list-style-type: none"> <li>- Area Coordinators/Base Managers</li> <li>- Country AME Manager</li> </ul> <p><u>Line Management:</u></p> <p>Volunteer Accountability Assistants</p>	<p><b>WORKING RELATIONS</b></p> <p><u>Internal Relations:</u></p> <ul style="list-style-type: none"> <li>- AME Officers/Assistants/Monitors</li> <li>- Project Managers</li> <li>- Country Transparency and Compliance Manager</li> </ul> <p><u>External Relations:</u></p> <ul style="list-style-type: none"> <li>- Beneficiaries</li> <li>- Communities</li> <li>- Implementing Partners/Partner Organizations</li> </ul>
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### 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) in ACTED's area of intervention 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 materials in a 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, analysed, addressed and responded to in a timely manner and utilized by the program and coordination teams;
- b) Receive complaints 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;
- j) Adapt and improve the CRM based on monitoring of its effectiveness.

### 2. Others

- a) Provide regular and timely updates on progress and challenges to supervisors and other team members;
- b) Perform any other related activities as assigned by immediate supervisor.

## Professional Qualifications

- Degree or diploma in Business Administration, Statistics, Economics or Social Sciences, with additional trainings in similar field
- At least one year of experience in the field.
- Experience in database management.







# ACTED

- Perfect verbal and /or written communication in English and Arabic
- Positive collaboration and facilitation skills; Leadership of large and diverse teams; Diplomacy.
- Ability to work well and punctually Under pressure

## Key Performance Indicators

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

## Submission of applications

Interested and motivated candidates are encouraged to submit their applications in English, together with copies of updated CV, cover letter, academic documents, National ID card and three references with their contacts to ACTED Country Office at Hai Cinema, Plot No. 64, Juba located behind Concord Hotel. You can also submit your application to Maban Field Office located behind UNHCR Office in Doro Compound to the attention of Senior Human Resources Officer or by e-mail to [juba.hrofficer@acted.org](mailto:juba.hrofficer@acted.org), [gendrassa.administration@acted.org](mailto:gendrassa.administration@acted.org)

Please Indicate the position you applied for clearly on your envelop, your contact address and names.

***Female candidates are encouraged to apply.***

Please note, as this position is urgent, applicants may be shortlisted and interviewed prior to the closing date.

We appreciate your application however, only short listed candidates will be contacted for interview. If you have not been contacted within two weeks of the closing date, we regret that your application has been unsuccessful.

