



# ACTED

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Approved  
23/05/2022  
23 MAY 2022  
MINISTRY OF LABOUR  
REPUBLIC OF SOUTH SUDAN

## Terms of Reference

# Appraisal, Monitoring and Evaluation (AME) Officer

**Position: AMEO (1)**

**Contract duration:** 6 months with possibility of extension.

**Location:** Juba

**Opening date:** 23/05/2022

**Closing Date :** 09/06/2022

### 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 Appraisal, Monitoring and Evaluation Officer is responsible for the development and the implementation of appropriate and viable appraisal, monitoring and evaluation systems that are in line with the ACTED's global AME procedures, and contributing to ensuring that ACTED's projects and programs perform as planned.

### CHAIN OF COMMAND

Under the authority of:

- Country AME Manager

Line Management:

- AME Assistant
- Monitors
- Enumerators
- Accountability Officer (in case of absence of AME Manager)

### WORKING RELATIONS

Internal Relations:

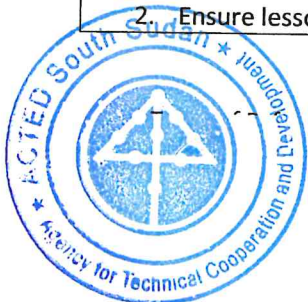
- Country Director
- Deputy Country Director Field Operations and Project Implementation (if any)
- Area Coordinators
- Project Managers/Officers
- Technical Coordinators
- Project Development Manager/Officers

External Relations:

- Beneficiaries
- Implementing partners'/Partner organizations
- External monitors/evaluators

### OBJECTIVES

1. Implement solid AME systems and mechanisms that are in line with global AME procedures and deliver effective research/outputs in a way to inform timely decision making and the adoption of sound corrective measures.
2. Ensure lessons learnt and best practices are discoursed and documented.





3. Contribute to the effective functioning of beneficiary complaints and response mechanism and 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.
4. Ensure the operations and delivery of AME functions through effective management of AME team members.

## **DUTIES AND RESPONSIBILITIES**

### **1. Appraisal, Monitoring and Evaluation Systems**

#### ***1.1. Technical and Systems Development***

- a) Contribute to the development and updating of the country AME strategy, the consolidated AME work plan and AME frameworks for all ongoing projects;
- b) Ensure that AME findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
- c) Implement the AME policies and procedures as described in the ACTED AME standard guidelines and make sure that the tools are followed as applicable;
- a) Contribute to an effective roll-out of M&E collection and reporting systems to all staff and partners through training, site visits, manuals, and other technical support as needed.

#### ***1.2. AME Implementation and Management***

- a) Develop the ToRs and mission plans and carry out assessments, monitoring and evaluations (baselines, mid-terms, endlines) as reflected in the ToR and mission plan;
- b) Develop and oversee the implementation of appropriate data collection and analysis instruments, methodologies (e.g. survey questionnaires, focus group discussions, key-informant interviews) and data/information dissemination/utilization plans;
- c) Closely supervise data collection activities and ensure that data collection teams are organized and resourced as needed, and that they deliver as per field mission plans and according to data quality standards;
- d) Maintain electronic and/or paper-based MIS systems for tracking and reporting all quantitative data and information including reporting on ACTED's 16 global strategic program indicators;
- e) Analyze AME data and produce reports, factsheets with useful statistical analysis and presentation (charts, tables, histograms, box plots) as necessary in a timely manner;
- f) Measure and report on qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
- g) Provide data to the Project Development Team for use in preparation of reports to donors and other stakeholders, as required;
- h) Contribute to donor proposals and fundraising efforts (particularly logical-framework designs, formulation of SMART indicators and AME budgets) and reports;
- i) Provide AME related capacity building and awareness to implementing partners and other institutions supported by ACTED as appropriate;
- j) Represent ACTED in different forums on AME related issues when required.

### **2. Learning**

- a) Contribute to proactive dissemination and use of knowledge gained through AME activities among Project Managers, Technical Coordinators and Project Development Manager/Officers;
- b) Contribute to organizing and facilitating learning events in order to capture best practices and lessons learnt when a project closes or as required;
- c) Document and share the lessons learnt and best practices on time and ensure that the knowledge gained contributes to the improvement of projects and influence the strategic development of future projects and activities;
- d) Support project implementation and improvement by providing timely information around project successes to be scaled up as well as challenges to allow 'course correction' throughout life of the program.

### **3. Beneficiary Complaints and Response Mechanism**

#### ***Sub 3.1, Oversight of the Beneficiary CRM (only applicable in the absence of an AME Manager)***



- 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) 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;
- c) Oversee the proper management of the project CRM central database;
- e) Build capacity and understanding among ACTED staff, partners and contractors on beneficiary accountability and CRM.

### 3.2. Contribution to the Beneficiary CRM

- a) Contributing to the implementation of the beneficiary Complaints and Response Mechanism (CRM) for the country mission in line with ACTED standard beneficiary CRM procedures;
- b) Contribute to the proper management of the project CRM central database;
- f) Build capacity and understanding among ACTED staff, partners and contractors on beneficiary accountability and CRM.

### 4. AME Team Management

- a) Ensure that staff under the direct responsibility understand and are able to perform their roles and responsibilities;
- b) Manage AME Assistants, Monitors and Enumerators delineating their responsibilities and follow-up the work plans and day-to-day activities;
- c) Ensure a positive working environment and good team dynamics;
- d) Manage interpersonal conflicts among team members;
- e) Undertake regular appraisals of relevant staff;
- f) Identify the AME training needs of team members and discuss plans with the AME Manager for both internal and external trainings;
- g) Coach, train, and mentor AME Assistants, Monitors and Enumerators with the aim of strengthening their technical capacity, exchanging knowledge within the AME team;

### 5. Other

- a) Provide regular and timely updates on progress and challenges to supervisors and other team members;
- b) Participate in AME-related conferences and workshops when possible and stay up to date of best practices and new knowledge created in the field of AME;
- c) Perform any other related activities as assigned by immediate supervisor.

### Required qualification:

- A Bachelor's Degree in social sciences and any other relevant subject to the TOR
- Proficient understanding of Monitoring and Evaluation, including the ability to work effectively with tight timelines, high quality standards, and demanding, potentially overlapping priorities.
- Experience of social research methods to conduct monitoring and evaluation for humanitarian and development initiatives/interventions.
- Strong report writing skills coupled with excellent analytical skills in order to interpret qualitative and quantitative data and discern useful recommendations for programme implementation and development.
- Strong statistical analysis and IT skills, including use of SPSS, Stata, and Excel for data analysis.
- Knowledge in designing and deployment of mobile-based data collection tools (ODK) is an added advantage.
- Good English communications skills (both oral and written).
- Strong team player of high integrity, pleasant personality, ability to work under least supervision and meet strict deadlines

### Application Procedure:

Qualified national persons with the required skills are invited to submit their applications accompanied by detailed curriculum vitae and cover letter as a single document i.e. with the cover letter being on the first page and the CV starting on the second page, detailing three work related referees and contacts to [juba.hrofficer@acted.org](mailto:juba.hrofficer@acted.org) before 4:30PM on 9th June, 2022 with the subject line "Appraisal, Monitoring & Evaluation (AME) Officer. Alternatively, you can submit hard copy of your 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.

**This position is opened to South Sudanese Nationals only : Female candidates are encouraged to apply.**

