



VACANCY ANNOUNCEMENT
ACCOUNTABILITY & LEARNING OFFICER-NBEG

Concern South Sudan is an international humanitarian NGO working in South Sudan since 1998. It is dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries through the provision of Health & Nutrition, Shelter, WASH and Livelihood activities in the three States of South Sudan

Concern South Sudan is looking for a suitable candidate to fill the position of **Accountability & Learning Officer** to be based in Nyamlel.

Job Purpose:

Reporting to the Monitoring and Evaluation (M&E) Manager based in Nyamlel, the Accountability and Learning Officer will support strengthening implementation of CRM systems and processes for Concern's programmes in NBeG to ensure complaints and feedback mechanisms are in place and used to promote programme accountability, learning and improvement. The jobholders will support the implementation of the Complaints and Feedback mechanism tools and ensure that complaints are gathered and responded to in less than 14 days in Concern's programme area in NBeG. On a timely manner, the Officer will be responsible for collecting and analyzing different CRM data in relation to the programme activities and provide informed and independent observations. The Officer will also be responsible for ensuring that programme staff are trained on the CRM and are able to communicate its function effectively to programme participant.

Under the management of the M&E Manager, the Accountability and Learning Officer will also be responsible for ensuring the quality documentation of Concern success stories and learning. Concern has health, nutrition, WASH and protection programming in NBeG. In addition, Concern will start implementing a flood resilience project and the Officer in this position will be responsible for working with the programme teams to capture innovative programming and document it to a standard that it can be communicated both internally and externally to other organizations and donors.

Main Duties & Responsibilities:

- To manage the day to day functions of Community Response Mechanism through answering calls, messages, checking complaint boxes; including logging complaint information and forwarding to relevant colleagues for follow up.
- Work closely with the M&E Manager and CRM Committee to ensure that all the complaints are received and added in the data base.
- Ensure that complaints are followed up and responded to in a timely manner (14 days maximum).
- On a monthly basis, send an update on the complaints received and responded to.
- Coordinate and liaise with Concern's NBeG teams to improve accountability practices generally and CRM accessibility for programme participants, including establishing a broad understanding of the full function of the CRM amongst the communities we work with, Concern staff, partners and suppliers. This includes conducting formal trainings.
- Continuously innovate and improve compliance with best practice, improving the effectiveness and efficiency of the Community Response Mechanism in order to improve accountability to beneficiaries, community members, suppliers and donors



- To monitor and assist in ensuring programme quality across Concern's projects by analyzing complaints information and producing regular reports including recommendations for programme quality improvement
- Ensure that parties working with Concern (programme beneficiaries, Concern's staff, suppliers, etc..) know Concern's P4, Code of Conduct and associates policies;
- Providing useful and constructive information to target communities about Concern's programmes.
- Conduct regular field visit to support implementation of CRM and M&E activities and communicate any issues that arise.
- Support the M&E Manager to track the performance of the project activities and outputs against expected results and adjust implementation processes to ensure the projects are progressing towards the intended outcomes as guided by the M&E Plans
- Conduct relevant program quality data analysis, present using suitable data visualization techniques to support the evidence based decision making for program development and planning purposes.
- Work with the M&E Manager in the production and dissemination of knowledge and learning products, capturing lessons learnt and best practices at the project level. These will be shared with the Area Coordinator and Programme Quality Unit for further dissemination.
- Support the M&E Manager in the organization of seminars, workshops, review meetings and peer learning sessions.
- Support in the compiling of learning across projects and sectors and promote the integration of recommendations and lessons learnt in program management and future programming.
- With the team, review of the project learning questions, or modify learning activities and evaluate learning agenda periodically to ensure its continued relevance.
- Be aware of, understand and comply with all of Concern's policies and procedures (P4, CoC, finance, logistics, HR, security management etc.)
- Contribute to ongoing security management and planning as necessary.
- Actively participate in any emergency response if called upon to do so (within the existing programme area or in a new one).
- Undertake other related duties as may reasonably be assigned by the Area Coordinator or M&E Manager

Emergency response

Concern is committed to responding to emergencies efficiently and effectively in order to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and the South Sudan Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization.

Qualifications - Education/Training

Essential

- University Degree or Diploma preferably in Social Sciences, Statistics, Development studies, or other relevant discipline
- Five years' experience on CRM and Monitoring and Evaluation
- Advanced computer skills in all MS Office programmes.

Desirable

- At least 2 years' experience in implementing Complaints and Response Mechanism and/or monitoring & evaluation functions in a humanitarian/recovery context and/or development programme;
- INGO experience in multi-sectoral programs – experience in protection programme would be an added advantage;



Technical Skills & Abilities:

- Experience in CRM system (principle, tools)
- M&E systems (including quantitative, qualitative and participatory).
- Demonstrated experience and skills in oral and written communication;
- Excellent oral and written English skills
- Computer skills including MS office (Word, Excel, Outlook, PowerPoint & Access)
- Solid understanding of rural development with focus on participatory processes and gender issues.

Safeguarding at Concern: Code of Conduct and its Associated Policies

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including criminal background checking.

How to apply:

1. Interested candidates are requested to submit their Applications, Updated CVs of not more than 4 pages and a copy of their nationality ID to: HR Department – Juba Office located at Tongping, Airport Road opposite Ebony Bank, Field Office in Nyamlel, or email it to; vacancies.juba@concern.net not later than 23rd February 2021
2. The position is strictly open to South Sudanese nationals only.
3. Only shortlisted candidates will be contacted and applications submitted will not be returned.
4. Note that a detailed Job description will be issued upon selection

CONCERN WORLDWIDE IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT CHARGE FOR ANY KIND OF RECRUITMENT.

WOMEN ARE STRONGLY ENCOURAGED TO APPLY TO OUR ORGANIZATION.

WE CELEBRATE DIVERSITY!

