



External Advert

Oxfam GB is an international non-governmental organisation with a mission of working with others to alleviate poverty, suffering and distress. Oxfam GB has been working in South Sudan since 1983. Our Programmatic Strategy concentrates on Saving lives, Resilient Livelihoods, Advancing Gender Justice and Good Governance and Active Citizenship through a full spectrum platform that includes humanitarian response, recovery and resilience, long term development and policy and advocacy. Oxfam currently operates via eleven area offices in nine former states (Upper Nile, Unity, Jonglei, Lakes, Eastern Equatoria, Central Equatoria, Western Equatoria and Western Bahr-el Ghazal, and Northern Bahr el Ghazal.

Position: MEAL Officer
Location: Lankien
Grade & Level: D Zone 2
Contract Type: Fixed Term
Number of post: 2

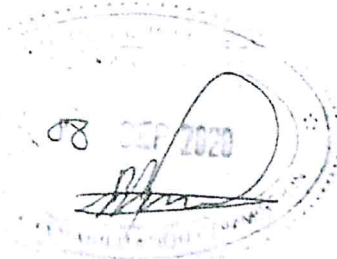
KEY RESPONSIBILITIES:

- Responsible for making phone calls and interviewing beneficiaries to seek feedback on satisfaction with the project for remote monitoring in limited access areas
- Responsible for receiving calls from beneficiaries on mobile phone complaints hotline.
- Logs complaints in database and manages complaints referral system.
- Analyzes data collected in phone calls and makes recommendations to manager on project quality and areas for improvement in project
- Responsible for writing weekly report documenting incoming and outgoing phone calls, highlighting positive and problem areas of the project indicated by beneficiary feedback.
- Collects information and writes monthly report tracking progress of remote monitoring system including mobile phone complaints and beneficiary feedback system, staff mission trip reports, external consultant reports, photo and video documentation of the project areas, highlighting areas for improvement in the remote monitoring system.
- Translates interview questionnaires into local language
- Makes monitoring trips to the field as security permits
- Any other duties as assigned

SKILLS AND COMPETENCE:

Essential

- Fluent local language skills
- Experience working for a humanitarian organization
- Excellent computer and database management skills
- Excellent communications skills and ability to communicate by phone
- Strong gender analysis skills, and the ability to articulate the impact of programs on women.
- Excellent English writing and critical thinking skills.
- Team player, who is able to develop strong collaborative relations across the organization, and with partner organizations



Approved by
Coordinator

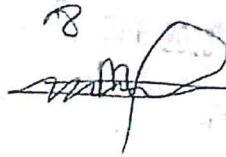
Desired

- Willingness to travel
- Experience interviewing beneficiaries in field research
- Experience working in monitoring and evaluation
- Women are strongly encouraged to apply

NB: This position is open to south Sudanese Nationals Only, and female candidates are strongly encouraged to apply.

Only short-listed candidate will be contacted.

Deadline for submission of applications is 16 September 2020. Interested Applicants should send soft copies of their CVs and Cover letters to Hrsouthsudan@oxfam.org.uk or drop hard copies of their CVs to Oxfam Office in Juba or Lankien Base.

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Approved b-1 Ross
Coordinator