

# Job Vacancy Announcement (Re-advertisement)

**Those who applied before need not to re-apply**

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 Department: Appraisal Monitoring & Evaluation AME  
 Position: AME Monitor - 1 Position (Non Re-locatable)  
 Contract duration: Two (2) months - renewable depending on funding and performance  
 Location: Maban, Upper Nile State  
 Opening date: 10<sup>th</sup> September, 2020  
 Closing Date: 18<sup>th</sup> September, 2020

## 1. 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 Monitor is responsible for assisting the AME Officer to implement all AME field activities and tasks including assessments, beneficiary verification, data entry, reporting, collection of and ensuring adherence to lessons learned and best practices, and any other tasks as required.

<b>CHAIN OF COMMAND</b> <u>Under the authority of:</u> - AME Officer  <u>Line Management:</u> - None	<b>WORKING RELATIONS</b> <u>Internal Relations:</u> - Project Managers/Officers - Accountability Officer - Database Manager/Officers - Area Coordinators/Base Managers  <u>External Relations:</u> - Beneficiaries - Communities - Local government offices - Implementing partners/Partner organizations - External monitors/evaluators
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### Objectives

1. Implement AME assessments in the field in a reliable, accurate and transparent manner, including collecting primary and secondary data, reporting on findings, and supporting the development of tools and methodologies.
2. Ensure effective functioning of the Beneficiary Complaints and Response Mechanism (CRM).
3. Support organizational learning by ensuring adherence to program technical guidelines, lessons learned, and best practices.





## Duties and Responsibilities

### 1. Assessments (Appraisals, Monitoring Missions, and Evaluations)

#### 1.1. Field Data Collection

- a) Coordinate with the AME Officer on how to carry out the assessments (including, but not limited to: Knowledge, Attitudes and Practices (KAP) surveys, focus group discussions, key informant interviews, baseline and endline surveys, as well as other types of assessments and data collection that is required);
  - b) Check that material necessary to carry out the assessment is sufficient and appropriate;
  - c) Ask questions in a clear and kind manner, and ask all the questions exactly as worded;
  - d) Probe to clarify unclear answers;
  - e) Write down the observations and answers in an ordinate and clear way, recording responses accurately;
- Record and forward all complaints and suggestions received while in the field to the appropriate Accountability Officer or AME Officer.

#### 1.2. Reporting

- a) Report frequently to the AMEU Officer about the progress of assessment activities and on the AMEU Monitor's observations during the mission;
- b) Recognize and give account of problems in obtaining data and provide useful feedback from field research activities;
- c) In the absence of a dedicated Data Entry Officer, enter all field data into appropriate databases on an accurate and timely basis;
- d) Cross-check the accuracy of data entry;
- e) Support the maintenance of an efficient and accurate filing system for all electronic and hard-copy documents;
- f) Report monitoring findings at Weekly Area Meetings, as required by AME Officer;
- g) Collect high-resolution and good quality photos of ACTED project activities in the field, featuring donor, partner and ACTED logos, and delivery photos to the AME Officer (in line with ACTED's Child Protection Policy and Photo Guidelines).

#### 1.3. Support the Development of AME Tools and Methodologies

- a) Support the AME Officer in designing appropriate information collection tools and methodologies, including assessment Terms of Reference, and questionnaires;
- b) Translate tools and methodologies into local language(s) as required.

### 2. Beneficiary Complaints and Response Mechanism

#### 2.1. Identification and deployment of accessible, relevant and appropriate communication means

- a) Under the guidance of the Country AME Unit and the AME Officer, and at relevant frequency, assess communities' preferred communication means to formulate complaints / feedbacks with ACTED and ensure they have access to those;

#### 2.2. Promotion of the CRM

- a) Build capacity and understanding among ACTED staff, partners and contractors on the objectives and functioning of the CRM, as well as on what to do / not to do when receiving a complaint;
- b) Conduct field visits and coordinate the project teams, in order to spread awareness about the CRM to beneficiaries and non-beneficiaries, as well as local authorities and stakeholders in ACTED's areas of implementation;

#### 2.3. Complaints handling

- a) Receive and acknowledge receipt of complaints through the available communication means (including those received directly by other ACTED staff);
- b) Ensure that the content of beneficiary complaints/feedback is adequately captured, categorized and analyzed in the COMPFU (Complaints Follow-Up), paying specific attention to data quality.





# ACTED

- c) Follow up in a constructive and proactive manner on pending complaints with relevant persons responsible for complaint follow-up, and verify that all complaints are adequately and comprehensively addressed;

### 3. Support to Organizational Learning

#### 3.1. Collection of Lessons Learned and Best Practices

- b) Collect lessons learned and best practices from beneficiaries, community leaders, partners, and other stakeholders during assessment/monitoring missions;

#### 3.2. Monitoring Adherence to Program Strategies and Guidelines

- a) Cross-check that project implementation adheres to the technical guidelines for the program, as required by the AME Officer;  
b) Monitor the implementation of lessons learned and best practices;  
c) Cross-check the accuracy and relevance of beneficiary selection according to contractual criteria.

### 4. Other

- a) Participate in Weekly Area Meetings, and any other meetings or conferences as required by the AME Officer;  
b) Perform any other related activities as assigned by immediate supervisor.

### Professional Qualifications

- Diploma or Bachelor Degree in Community Based Development, Statistics, Economics or Social Works, Education or additional trainings in similar field
- At least one year of experience in the field.
- Experience in Social Work activities department of at least two years
- Ability to work in a remote environment in South Sudan.
- The employee acknowledges to know ACTED's Charter & Regulations and Compromises to act accordingly.
- Perfect verbal and /or written communication in English and Arabic
- A demonstrated ability to multi-task, prioritize and process information into action.
- Ability to work well and punctually under pressure.

### Key Performance Indicators

- Number of appraisal, monitoring and evaluation missions conducted over the past 6 months
- Effective and accurate data collection conducted for all field missions (if applicable)
- Number of lessons learned and best practices collected over the past 6 months
- Number of photos of ACTED projects collected during the past 6 months that meet ACTED standards
- % of complaints closed within 15 days during the past 6 months

### Submission of applications

Applications should be submitted in English, together with copies of updated CV, cover letter, academic documents, National ID card and three references with their contacts to **Senior HR/Admin Officer**, Maban Office, located along Airstrip Road behind UNHCR Sub-Office in Doro or by e-mail to [gendrassa.administration@acted.org](mailto:gendrassa.administration@acted.org); Or ACTED Main Office in Hai Cinema behind Concord Hotel not later than 18<sup>th</sup> September, 2020.

Please note, as this position is urgent, applicants may be shortlisted and interviewed prior to the closing date. Indicate the position you applied for clearly on your envelop and your contact address and names.

Applications will not be returned so apply using your document copies and only short listed candidates will be contacted for interview. If you have not been contacted within two weeks from the closing date we regret that your application has been unsuccessful.



ACTED HR Manual – National staff

