

50.H3  
 22-06


## JOB DESCRIPTION

<b>Position</b>	Monitoring, Evaluation, Accountability, and Learning (MEAL) Officer	<b>Starting Date</b>	As soon as possible
<b>Reference of the offer</b>	MAB_MEALO	<b>Publication Date</b>	22 <sup>nd</sup> June 2023
<b>Location</b>	Maban County, Upper Nile, South Sudan	<b>Type of contract</b>	Full time
<b>Duration</b>	6 months contract with a possibility of extension	<b>Security Level</b>	None

### About ACTED

Since 1993, as an international non-governmental organization, ACTED has been committed to immediate humanitarian relief to support those in urgent need and protect people's dignity, while co-creating longer term opportunities for sustainable growth and fulfilling people's potential. ACTED endeavours to respond to humanitarian crises and build resilience; promote inclusive and sustainable growth; co-construct effective governance and support the building of civil society worldwide by investing in people and their potential. We go the last mile: ACTED's mission is to save lives and support people in meeting their needs in hard-to-reach areas. With a team of 4,800 national staff, 450 international staff, ACTED is active in 38 countries and implements more than 505 projects a year reaching over 20 million beneficiaries. More on [www.acted.org](http://www.acted.org)

In response to the protracted displacement situation in Maban, ACTED has been actively implementing projects in the area since 2012 in the four refugee camps as well as in the Host Community. ACTED is currently the CCCM (Camp Coordination and Camp Management) lead agency in Maban, and also supports WASH and livelihood activities.

### Job Purpose

The Monitoring, Evaluation, Accountability, and Learning (MEAL) 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 MEAL procedures, and contributing to ensuring that ACTED's projects and programs perform as planned. This position is full-time and is based in the Acted Maban Field Office located in Doro.

### Objectives

1. Implement solid MEAL systems and mechanisms that are in line with global MEAL 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 discorsed 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 MEAL functions through effective management of MEAL team members.

### Key roles and responsibilities

#### DUTIES AND RESPONSIBILITIES

1. **Appraisal, Monitoring and Evaluation Systems**
  - 1.1. **Technical and Systems Development**



- a) Contribute to the development and implementation of the country MEAL strategy, the consolidated Area MEAL work plan and MEAL frameworks for all ongoing projects;
- b) Ensure that MEAL findings are reflected to project teams and their recommendations are incorporated in future concept notes, proposals and implementation plans; lead the gathering and structure of regular MEAL and project team meetings inclusive of findings, recommendations, responsibility, and follow-up
- c) Implement the MEAL policies and procedures as described in the Acted MEAL 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. MEAL Implementation and Management**

- a) Develop the ToRs and mission plans and carry out assessments, monitoring and evaluations (baselines, mid-terms, endlines, KAP, pre-post test, etc.) 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) Closely supervise enumerators to ensure they are moving to appropriate parties to interview and are asking the survey questions honestly
- e) 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;
- f) Analyze MEAL data and produce reports, factsheets with useful statistical analysis and presentation (charts, tables, histograms, box plots) as necessary in a timely manner;
- g) Measure and report on qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
- h) Provide data to the Project Development Team for use in preparation of reports to donors and other stakeholders, as required;
- i) Contribute to donor proposals and fundraising efforts (particularly logical-framework designs, formulation of SMART indicators and MEAL budgets) and reports;
- j) Provide MEAL related capacity building and awareness to implementing partners and other institutions supported by ACTED as appropriate;
- k) Represent Acted in different forums on MEAL related issues when required.

## **2. Learning**

- a) Contribute to proactive dissemination and use of knowledge gained through MEAL 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**

### **3.1. Oversight of the Beneficiary CRM (only applicable in the absence of an MEAL Manager)**

- a) Implement and monitor the beneficiary Complaints and Response Mechanism (CRM) for the area 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 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 area 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. MEAL Team Management

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

## 5. Other

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

## CHAIN OF COMMAND

### Under the authority of:

- Country MEAL Officer

### Line Management:

- MEAL Assistant
- MEAL Monitors
- Enumerators



## Required qualifications and technical expertise

- Minimum completion of a 2-year diploma in a relevant field
- Minimum 4 years experience with progressive responsibilities in the field of MEAL
- Understanding of basic MEAL protocol, processes and frameworks
- Ability to read English and speak and translate into local language (Mabanese and/or Arabic)
- Previous experience in managing full-time staff and casual enumerators



- Understanding of local context, data collection in humanitarian contexts, and ability to quickly adapt to challenges.
- Knowledge/prior experience with Kobo data collection tool (Or other smart phone data collection tool)
- Good working ability of Microsoft Excel and data analysis tools, Microsoft Word, and PowerPoint.
- Ability to work under pressure, adapt to challenges, while maintaining timeliness.
- Is detail oriented and willing to learn, and willing to work as a team.
- Must be willing to be in the field on a regular basis (50%) and live in Maban County.
- Female candidates are encouraged to apply.

### How to Apply

- To apply, please submit a copy of your resume/CV clearly detailing all prior experience in MEAL, roles and responsibilities for each position, and your personal outcome/achievements while in each position. This should be written in English, and may be typed or handwritten.
- Please submit a cover page detailing your name, nationality, gender, level of education, location of residence, availability, and why you are interested in this position.
- Submit the above two documents to the Acted Maban Office (Doro), Acted Country Office (Juba), or via email to [ssd.recruitment@acted.org](mailto:ssd.recruitment@acted.org), no later than 14<sup>th</sup> July 2023. Please write the recruitment reference on any documents.
- A detailed review of all applications will be conducted. Those who are requested, will be contacted for a technical test. Those who pass the technical test will be called back for an oral interview.

