

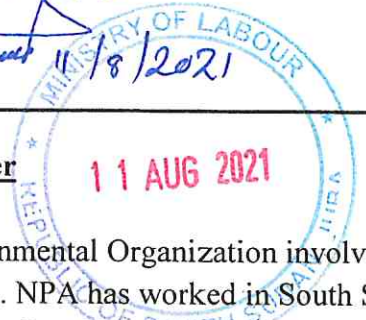


Norwegian People's Aid

South Sudan

Advertisement For Senior MEAL Officer

Approved by
Mohr SS
11/8/2021



Norwegian People's Aid (NPA) South Sudan is an International Non-Governmental Organization involved in humanitarian, relief and long-term development cooperation in South Sudan. NPA has worked in South Sudan since 1986 and currently runs three programmes: Civil Society Development, Rural Development, and Emergency Response Programme.

The long-term objective of the Civil Society Development Programme (CSDP) is to facilitate a dynamic and vocal civil society in South Sudan. The main components of the program are: Rights of Freedom of Expression and Independent Media Project; Women's Rights Project; Land and Resource Rights Project; and Youth Rights Project.

The Rural Development (RD) programme which focuses on medium to more long-term which focuses on medium to more long-term livelihoods strengthening activities that aim to increase the resilience of conflict-affected households in South Sudan. The programme activities are implemented directly by NPA and through partnership with Local NGOs and Community Based Organizations (CBOs).

The Emergency Response Programme focuses on providing food aid to vulnerable civilians. The aim of the programme is to save lives and support post emergency transitional recovery process through: in-kind food aid; emergency recovery livelihood kits; unconditional cash assistance; and cash grants for Income Generating Activities (IGA) groups.

NPA wishes to recruit a highly competent, proactive and self-driven South Sudanese for the position of **Senior MEAL Officer**. The contract for this position is Definite Contract with possibility of extension based on funding and satisfactory performance.

Purpose of the Position:

To support and strengthen the delivery of a quality programme and accountability mechanisms both at partners and Norwegian People's Aid (NPA) levels. The Senior MEAL Officer will provide MEAL technical support for partners to ensure quality programs. Partners should understand the MEAL system of NPA in order to achieve quality and accountable programmes/projects. Hence, the Senior MEAL Officer will be responsible to build the capacity of partners through provision of different trainings on NPA's MEAL/program quality minimum standards and guiding principles. He/she will also provide technical support for partners' MEAL and program team on how to conduct different surveys, assessments, evaluations, post distribution monitoring for different projects.

He/she will be the primary point of contact for beneficiaries' complaints and feedback; record any complaints in the NPA database; liaise with field staff and senior management in addressing and resolving complaints; and



assist in any other Accountability activities as required. In addition, the incumbent will ensure that mechanisms are in place regarding information sharing, beneficiaries' participation, complaints and response mechanism.

The work pattern for this position is a mixture of partner capacity building and NPA MEAL programme work. This position will be 70% roving in all NPA project sites across 10 states in South Sudan and 30% in Juba.

Reports Directly to: Monitoring and Evaluation Coordinator as line manager with a dotted line relation with Programme Managers.

Duties and Responsibilities:

Responsibilities of the Partnership MEAL officer include but are not limited to the following:

MEAL System development and implementation:

- Supporting in the preparation of partners' MEAL framework in close coordination with the partnership team and coordinators.
- Regular review, update and development of customized MEAL plan for partners
- Working closely with the field with partners' team in implementing MEAL frameworks, processes and developing the necessary tools for analysis and reporting for ensuring the quality and consistency with NPA standards
- Supporting the partners in developing all necessary tools for data collection and analysis and support in the implementation.
- Oversee and support partners' MEAL and project staff in timely implementation of monitoring framework and tools, to ensure quality and consistent information is available on program performance and impact.

Programme monitoring, Information management and Reporting:

- Supporting in identification and mapping partners in all targeted locations
- Working closely with Partnership Officers and partners in preparing project monitoring and progress reports to ensure the quality of work and to showcase the successes of the project
- Keeping the project records and all documentation updated and in an organized manner
- Contribute in timely and quality reporting on NPA partner programme, demonstrating accountability and learning.
- Oversee quality assurance of all field data collection exercises, data management, and analysis including baseline and end line surveys.

Accountability and Community Feedback Mechanisms;

- Establishing and strengthening the accountability and feedback system with the partners.
- Receive complaints and feedback via a dedicated CARM line and ensure all information is properly documented;
- Receive complaints and feedback referred from field staff and ensure proper documentation;
- Maintain an effective record and filing system for all complaints solved and pending issues including correspondences with subsequent regular updates to the respective NPA focal point;
- Compile data and submit internal and accurate reports to the concerned programs/projects on a weekly basis;
- Ensure that confidentiality of complaint data is respected;
- Respond to beneficiaries' complaints as per the Complaints Response Mechanism (CRM);
- Liaise with Senior Management Team (SMT) to ensure that feedback and complaints are addressed and resolved;
- Ensure follow up of decision taken by SMT on complaints and feedback;



- Build staff awareness and commitment to complaints mechanism, ensuring that all SOPs are respected;
- Plan and conduct training sessions of relevant field staff members for partners to support and ensure quality implementation of accountability mechanisms and information provision plans.

Capacity Building for Partner and NPA Staff

- Work closely with the Programme Managers in design and delivery of training sessions with local partners and staff adapted to the context on the indicative topics of PCM, MEAL and Proposal writing.
- Provide distant and hands-on technical support to the partners as needed through mentoring and coaching.
- Support Partnership Officers in implementing capacity development plans and partner trainings.
- Undertakes periodic monitoring and technical support visits to partners to assess progress against agreed targets and to review the MEAL system and recommend corrective actions as appropriate.
- Assist the partners' staff on the design of their MEAL system. Organize relevant training and other capacity building events for partners to carry out proper MEAL activities.
- Assist partners in identifying relevant areas on their MEAL systems that need strengthening and aligning to the requirements of the individual programme and overall NPA MEAL objectives and requirements
- Ensure effective common understanding between NPA and partners on MEAL objectives and frameworks and organize orientation/workshops/training

Evaluation, Review, and Learning:

- Share relevant MEAL findings and recommendations with partnerships team and partner in an appropriate format and follow-up their implementation
- Assist NPA partners in documenting lessons learnt over the course of programme implementation
- Organize/support regular periodic project learning reviews
- Together with the Partnership Officers and Coordinators facilitate annual program quality review and reflection meetings for partners

Desired Qualifications/Skills/Experience:

Education:

- Diploma in development studies, social sciences, research methodologies and any relevant discipline
- Any other academic achievements will be an added advantage

Skills and Experience:

- At least 3 years of working experience on partnership MEAL and Complaints Response Mechanisms
- Experience of gathering, analyzing and presenting quantitative and qualitative data
- Good communication skills in written and spoken English.
- Proven ability to work effectively with others - including in multicultural team – and strong interpersonal skills
- Proven knowledge of computerized systems; high degree of computer literacy and word processing and spreadsheet/Excel skills.

General:

- High problem-solving skill and conflict resolution.
- Prioritize work under pressure and in difficult settings.
- Positive and professional attitude
- Maintain high communication among team and supervisor.
- Coordinate multiple tasks and maintain attention to details

Accountability to Partners and Beneficiaries:



NPA team members are expected to support all efforts toward accountability, specifically to our beneficiaries and partnership approach guiding NPA's work, while actively engaging beneficiary communities and civil society as equal partners in the design, monitoring and evaluation of through active dialogue, mutual trust and accountability

NPA South Sudan is an Equal Opportunity employer. In making employment decisions it does not discriminate on the basis of gender, ethnicity, religion or political affiliation.

Qualified female candidates are highly encouraged to apply.

Application and CV/resume with active contacts and three professional referees and copies of academic transcripts should be submitted to: recruitment-rss@npaid.org

Hard copy application and CV/Resume can also be delivered to NPA Juba Office, Martyrs Street (opposite UNICEF).

Applications submitted after 12:00 noon on Tuesday 31st August 2021, will not be considered.

NB: Submitted copies of academic transcripts will NOT be returned to the applicant.
Only Shortlisted candidates will be contacted.

