

Monitoring, Evaluation, Accountability & Learning Manager

Location: [Europe & the Middle East] [Jordan]

Town/City: Amman

Category: Programme Effectiveness

Job Type: Fixed term, Full-time

***Please submit your CV in English.**

WORK CONTEXT/BACKGROUND:

In keeping with changes in the conflict and commensurate shifts in humanitarian access, WV's presence inside Syria and in neighboring Turkey and Jordan has been evolving since 2011 and now incorporates a whole of Syria approach. World Vision's expansion has also shaped the need for effective monitoring of operations (both remote and direct), mainstreaming and complying with humanitarian standards, assessing the impact of programs and efficient management and use of information.

PURPOSE OF THE POSITION:

World Vision Syria Response is recruiting a Monitoring, Evaluation Accountability & Learning (MEAL) Manager to provide technical leadership and support the development and improvement of cross border programs and service delivery in Syria, Turkey, and Jordan. Under the supervision of the Director of Program Development and Quality, the MEAL Manager will lead the Monitoring, Evaluation, Information Management (IM) and Humanitarian Accountability Offices across three country contexts (Syria, Jordan, Turkey). Core to the position is to lead on the development and maintenance of results based MEAL system throughout the Syria Response portfolio, lead the development of the accountability system and ensure the high standard of the centralized IM system for internal/external learning & selected reporting purposes. The position is a management position and will directly manage a large team of 25+ individuals across three countries contexts in multiple office locations. This in addition to the remote M&E responsibilities through partner organizations. She/He will be required to establish, maintain & mainstream MEAL systems for direct and partner implementation.

In addition, the MEAL Manager will coordinate all MEAL tasks & communication with internal & external entities under the leadership and guidance of her/his supervisor.

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KEY RESPONSIBILITIES:

Technical Leadership and Systems Development:

- Ensure that Syria Response and its project have Monitoring, Evaluation, Accountability and Learning plans & measurement processes established. Ensure that such plans and processes are coordinated and viable with Information Management systems .
- Establish robust and viable partner MEAL processes and standards.
- Lead on the overall MEAL system and ensure synergy between the different M&E, humanitarian accountability, information management & learning processes.
- Ensure that this broader MEAL system is communication and known amongst other most relevant Syria Response offices/departments (esp. GAM, leadership, Tech and Operations).
- Ensure that the overall MEAL system is developed based on local capacity, cost-effective approaches and sustainable processes.

Monitoring, Information Management, & Reporting:

- Ensure all approved projects have M&E, Humanitarian Accountability & Information management processes that are aligned to the country level MEAL System and meets the required standards.
- Ensure clear partnering agreements, policies and processes are in place to assess and supporting partners to comply to M&E, reporting, and core humanitarian standards.
- Ensure WV's frontline and technical staff are equipped with knowledge, tools and resources to support MEAL functions.
- Ensure monitoring processes are systemized, in ways that meet donor requirements, and are cost-effective, avoids duplicative processes, and less beneficiary fatigue.
- Ensure partner & direct implementation is monitored on a regular basis for quality standards, and humanitarian principles through schedule visits, data quality audits, spot check / verification visits against reports, and reports reviews (as per agreed schedule with donors and partners).
- Ensure the effective functioning of the MEAL system and that the outputs of this system reach WV management and other stakeholder accurately and in a timely manner, and prompts critical thinking and influences program & strategic direction.

- Ensure M&E and Accountability findings are presented at the program review (GHT) meetings on a monthly basis, and prompt critical thinking at project management & senior management level.
- Ensure the establishment of a Country Monitoring Dashboard that will integrate critical indicators for Syria Strategy.
- Oversee the development, on-going modifications, strengthening and functioning of the country-level data management.
- Help identify and design innovative practices to improve organizational efficiency and effectiveness in M&E, Humanitarian accountability, Information management and general project management.
- Ensure all MEAL related data, reports, and records are clearly organized archived in a central location for future reference.

Project Closeout, Evaluations, & Learning:

- Ensure a learning cultures is established within the organization and among implementing partners in order to document learnings and best practice for ongoing and future programing.
- Ensure all country level & thematic researches are reviewed for the methodological thoroughness, and output quality.
- Lead and coordinate program level Evaluations on a periodic basis, (should be 100% funded by grants).
- Ensure appropriate dissemination of project and program level Evaluation findings.

Humanitarian Accountability:

- Ensure the humanitarian accountability (HA) system across the Turkey and Syria programs uphold and mainstream (i. information sharing, ii. Consultation, iii. Participation & iv. Complaints and response of affected people.)
- HA results in the aggregate as well as those most urgent are presented to senior leadership.
- Always ensure World Vision, and Core Humanitarian principles are upheld in all aspects of the MEAL functions and general project management.
- Ensure beneficiaries and partners have constant access to information about WV's programs and to channels that can process complaints & feedback with confidentiality & respond appropriately within predefined standards.

Management, Capacity Building & Coordination:

- Ensure all M&E staff (across all three country contexts) supervised by this position are guided, mentored and their capacities built in order to deliver high quality outputs.
- Support the MEAL team members and the WV management team in prompting critical thinking.
- Ensure that plans are in place and intentional efforts are made to establish capable and committed national staff based teams.
- Ensure all relevant WV frontline & technical staff are assisted in strengthening their understanding of MEAL concepts & competencies as a part of the MEAL system establishment.
- Ensure partner capacity is built to comply and produce high quality M&E products in-line with WV & donor standards & requirements.
- Ensure management of day-to-day M&E tasks are completed with appropriate resources, proper planning and to the highest standard required.
- Ensure the MEAL unit (staff & functions) are sufficiently funded to operate effectively.
- Establish a surge capacity with internal (staff & funding) & external resources (consultants) deal with emergency requirements / situations.
- Sign off on all Surveys (Impact assessment, Post implementation monitoring studies, baselines, evaluations) for sharing with within and outside the organization.
- Ensure WV is well represented in MEAL related working groups and forums at local & national levels.
- Support other tasks as required by PDQA Director.

KNOWLEDGE, SKILLS AND ABILITIES:

- Master's degree preferably in the field of social sciences, public health, nutrition, statistics or development studies.
- Thorough knowledge in writing technical MEAL reports is essential.
- Thorough knowledge on Sphere, Core humanitarian standards, child rights, human rights, DNH, HAP & DAC evaluation criteria are essential.
- Thorough knowledge on the humanitarian operations coordination, cluster operations, and major donor M&E requirements is essential.

- Minimum of 2 years national & 3 years international (total of 5 years) experience in the field of MEAL, especially in emergency context and grant funding is critical.
- Proven experience in establishing a fully functional MEAL system for an organization that's supported by bilateral & multilateral international donors serving more than 100,000 beneficiaries within a period of 12 months.
- Proven experience in leading Surveys (mix methodologies) from designing to report writing.
- Proven experience in local staff capacity building.
- Proven experience in establishing MEAL systems for sub grantees and local partners.
- Proven experience in managing accountability systems.
- Experience in coordinating MEAL functions at a national level for an INGO covering some of the following sectors / thematic areas is critical: Health, Cash, Food, WASH, shelter, Education, Child protection and livelihoods.
- Management Experience (2+ Years) of a team of 10+ staff in a MEAL or similar office.
- Fluency in written and spoken English is required.

Preferred Skills, Knowledge and Experience:

- Thorough knowledge in quantitative and qualitative data collection methods, and analysis is essential, especially the use of SPSS / "R" software's for quantitative analysis.
- Good understanding on database management and data structures.
- Thorough knowledge of World Vision processes such as Child-Wellbeing, Syria response M&E framework would be an advantage.
- Fluency in the local language (Arabic) will be an advantage. (preferable).

Work Environment/Travel:

- Ability to work and produce high quality outputs in an intense & dynamic working environment, with local and international staff having different working styles and different levels of competencies is essential.
- Ability to perform well under pressure and comply with donors & partnership deadlines is essential.

