

Vacancy announcement

Position	Consortium MEAL Officer	Starting date	April 2023
Location	Amman, Jordan	Type of contract	Fixed Term
Contract duration	6 months	Security Risk Level	Sensitive (2/4)

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 endeavors 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 5,900 national staff 400 international staff, ACTED is active in 38 countries and implements more than 500 projects a year reaching over 20 million beneficiaries. More on www.acted.org

Position context and key challenges

ACTED Jordan provides emergency humanitarian assistance as well as longer term development programs reaching over 150,000 direct beneficiaries in Jordan in 2016. ACTED's operations are spread across Amman as the Country Office, and three area offices: From its office in Marfaq, ACTED provides support to vulnerable Jordanians and Syrian refugees of Northern Jordan including household rehabilitations, emergency assistance (cash, vouchers and in-kind), as well as water/sanitation infrastructure. ACTED is also working to develop sustainable livelihood programmes. In Za'atari King Abdulla and Cyber City refugee camps, ACTED provides water supply, solid waste management, hygiene promotion, community mobilization, repair and maintenance and has completed the initial phase of the Za'atari water network for over 80,000 refugees. In Azraq (including Azraq refugee camp), ACTED provides water supply, solid waste, desludging and food assistance for approximately 35,000 refugees. ACTED also partners with REACH, who provides information management support to working groups and sectors nationally.

Key roles and responsibilities

ACTED is the lead organization in a 6-partner AFD-funded consortium (ACTED, ACF, TDH, RSCN, Phenix and EcoConsult) and sub-grantee, NARC, implementing an economic and livelihoods development project, with a focus on the agricultural sector, in Jordan.

The Consortium MEAL Officer is responsible for the development of a comprehensive and viable consortium-wide Monitoring, Evaluation, Accountability and Learning (MEAL) framework, that will ensure a consolidated holistic data set for the programme, to facilitate an ongoing results-based management approach and ensure that the program performs as planned. This will also include providing support to the implementing partners, in terms of MEAL capacities and harmonizing approaches/tools across different areas of intervention. While adjusting to the consortium specificities as relevant and appropriate, the MEAL framework should remain in line with ACTED's global MEAL procedures.

The position will be based in Amman with regular travel to all areas of intervention.

1. Appraisal, Monitoring and Evaluation Systems

1.1. *Technical and Systems Development*

- a) Development and operationalize the Consortium MEAL Framework, based on project proposal, implementation plans, donor reporting requirements, as well as ACTED's MEAL Handbook (as appropriate);
- b) Ensure that MEAL findings are reflected and their recommendations are incorporated in future amendments, concept notes, proposals and implementation plans;
- c) Contribute to an effective roll-out of MEAL collection and reporting systems across all Consortium partners through training, site visits, manuals, and other technical support as needed.

1.2. *MEAL Implementation and Management*

- a) Develop the Consortium MEAL plans, framework, and Terms of References for monitoring activities;
- b) Oversee partners' development of technical assessment Terms of Reference, as well as evaluations (baseline/mid-term/endline) and closely follow-up the performance and evolution of assessments;
- c) Develop and oversee the implementation of harmonized consortium-level appropriate data collection and analysis instruments, methodologies (e.g. survey questionnaires, focus group discussions guides, key-informant interviews questionnaire, checklists, etc.) and data/information dissemination/utilization plans;
- d) Closely follow-up the performance of data collection activities and ensure that they deliver as per field mission plans and according to data quality standards;

- e) Maintain an electronic MIS system for tracking and reporting all consortium quantitative data and information, including reporting on ACTED's 16 global strategic program indicators;
- f) Analyze MEAL data and support partners in the analysis of their data. 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 the project;
- h) Oversee the compilation of data from all partners as required;
- i) Provide AME-related capacity building and awareness to implementing / consortium partners and other institutions supported by the Consortium, as appropriate;
- j) Implement any recommendation discussed and agreed with the Consortium Coordinator, ACTED Country MEAL Manager and ACTED Country Coordination team;
- k) Represent the Consortium in different forums as needed.

2. Learning

- a) Contribute to proactive dissemination and use of knowledge gained through MEAL activities among Consortium M&E teams, Project Managers, Technical Coordinators and Project Development Manager/Officers;
- b) Contribute to organizing and facilitating consortium learning events in order to capture best practices and lessons learnt when the 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 the project 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;
- e) Keep ACTED Country MEAL Manager posted on the above, at a minimum sharing the Consortium Learning Database on a monthly basis.

3. Beneficiary Complaints and Response Mechanism

- a) Establish, implement and monitor the beneficiary Complaints and Response Mechanism (CRM) for the Consortium 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 project CRM central database at consortium-level;
- d) Report on the Consortium CRM to ACTED's Country MEAL Manager and Consortium Coordinator on a monthly basis (narrative report and database), and immediately for sensitive cases;
- f) Build capacity and understanding among the Consortium staff, partners and contractors on beneficiary accountability and CRM.

4. MEAL Consortium Coordination

- a) Ensure that partners' M&E team understand and are able to perform as per the Consortium MEAL Framework;
- b) Ensure a positive working environment and good team dynamics internally and externally, and manage potential tensions between partners' M&E teams;
- c) Identify the MEAL training needs of Consortium members and discuss plans with the Consortium Coordinator and partners' M&E teams for both internal and external trainings;
- d) Coach, train, and mentor partner MEAL Officers, Assistants, Monitors and Enumerators with the aim of strengthening their technical capacity, exchanging knowledge within the MEAL team;
- e) Coordinate M&E focal points from each consortium partner organization through the MEAL Technical Working group, particularly to support development of tools, harmonized approaches, shared learnings and identify/address MEAL related issues.

5. Reporting and Grant Management

- a) Support/lead preparation of quality reports to donor and other stakeholders, reflecting the progress and status of projects in a transparent, timely and professional manner, in liaison with Consortium Coordinator;
- b) Lead development of MEAL reports and ensure MEAL data (data on input, process, output, outcome, impact indicators, lessons learnts, best practices) is incorporated in reports;
- c) Liaise with partners to ensure all partners have a clear understanding of what is expected in terms of reporting and provide reports and MEAL outputs in a timely qualitative manner, in compliance with ACTED and donor requirements;
- d) Contribute to amendment request drafting, particularly but not limited to logical-framework designs and formulation of SMART indicators, through analysis and interpretation of findings and coordinate with ACTED project development unit, as needed;
- e) Support ad hoc requests from donors (and AFD's MEAL Consultant) are addressed in liaison with Consortium Coordinator.

6. Other

- a) Provide regular and timely updates on progress and challenges to supervisors, ACTED Country MEAL Manager, and other key stakeholders;
- b) Participate in AME-related conferences and workshops where possible and stay up to date on best practices and new knowledge created in the field of AME;
- c) Perform any other related activities as assigned by immediate line manager, including but not limited to need assessments, organizational learning and support to ACTED's Country AMEU (upon request from ACTED's Country MEAL Manager to the Consortium Coordinator).

Required qualifications and technical competencies

- University Degree in Political Sciences, Public Administration, International Affairs, Economics or a related field (anthropology, sociology, statistics)
- At least 1-2 years of professional experience in humanitarian and/or development organisations
- Experience with participatory appraisals and project cycle management encouraged
- Good organizational and communication skills with international and national staff and rural communities
- Flexibility and adaptability are essential, as well as the ability to plan, take initiative and work independently and under pressure
- Excellent communication and drafting skills in English
- Knowledge of the region an asset
- Familiarity with basic office software programs

Conditions

- Salary between 1500 and 1700€ monthly (before income tax), depending on the level of education, security level, etc as well as a monthly living allowance of \$300
- Accommodation and food provided in ACTED guesthouse
- Pension, health insurance, life insurance and repatriation assistance (& unemployment insurance for EU citizens)
- Flight tickets every 6 months & visa fees covered
- Contribution to the luggage transportation: up to 100 kgs, depending on the length of the contract
- R&R every 3 months, flight tickets covered up to \$500 and allowance of \$200
- Annual leave of 25 to 43 days per year
- One week pre-departure training in ACTED HQ, including a 3-days in situ security training
- Tax advice (free 30-minute call with a tax consultant)
- Psychological assistance

How to Apply

Please send your application (cover letter + resume) to jobs@acted.org under Ref: Consortium MEALO/JOR