

Vacancy announcement

Position	MEAL Manager	Starting date	June 2023
Location	Kyiv, Ukraine	Type of contract	Fixed Term Contract
Contract duration	12 months (renewable)	Security Risk Level	Risky (3/4)

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 and 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 started its operations in Eastern Ukraine in 2015 to provide support to vulnerable people affected by the conflict that began in 2014. In 2022, as refugees are fleeing clashes across Ukraine triggered by military operations, ACTED is now extending its activities to deliver critical assistance to displaced persons in the main hosting regions and to support self-help and local organizations groups that have spontaneously formed. As the number of civilian casualties continues to grow and damage to critical infrastructure increases, ACTED is scaling-up its humanitarian assistance to help ensure those in transit, internally displaced or remaining in hotspots receive the basic support they need, including cash assistance, water, food and hot meals, blankets, hygiene supplies and access to mobile heating points. Finally, ACTED is also taking part in the ongoing efforts to provide humanitarian assistance to refugees in the neighbouring countries of Poland, Romania and Moldavia where 3 humanitarian response teams have been deployed.

Key roles and responsibilities

The Country Appraisal, Monitoring and Evaluation Manager is responsible for designing and developing appropriate and viable appraisal, monitoring and evaluation systems that are in line with the ACTED's global AME procedures and ensure that ACTED's projects and programs perform as planned

1. Coordination of M&E activities

- Develop and regularly update the M&E strategy;
- Develop and regularly update an M&E work plan that includes all ongoing projects and planned M&E activities;
- Develop and oversee the implementation of appropriate data collection and analysis tools, methodologies (survey questionnaires, focus groups, key informant interviews, etc.) and data/information dissemination/use plans;
- Oversee the development, ongoing modification, strengthening and operation of country-level data management;
- Oversee data analysis and production of M&E reports;
- Oversee the provision of data to Project Development teams for use in preparing reports to donors and other key stakeholders, as needed;
- With the collaboration of the Coordination, initiate the necessary needs surveys to ensure the relevance of project proposals;
- Contribute to donor project proposals and funding efforts (particularly the design of the logical framework and formulation of SMART indicators) and reports, through analysis and interpretation of findings;
- Provide, where relevant, awareness and expertise on M&Es to involved partners and other ACTED-supported institutions;

2. Management of the M&E department and team

- Ensure that the department staff understands and is able to carry out its role and responsibilities;
- Ensure a positive work environment and good team dynamics;
- Implement regular staff evaluations and monitor career development.

3. Capacity Building and Training

- Identify training needs for the M&E team, discuss plans with coordination and HR for internal and external training, and implement in accordance with M&E strategy and operational priorities;
- Coach, train, and mentor M&Es with the goal of building technical capacity, sharing knowledge within the M&E team, and providing career development guidance.

4. Process Development

- Identify and design innovative practices to increase the effectiveness and efficiency of M&E procedures and project management and integrate them into the M&E country strategy;

– Implement M&E policies and procedures as described in ACTED's M&E procedure and ensure that the tools are used and applicable to the intervention context;

5. Capitalization

- Contribute to the proactive dissemination and use of knowledge gained through M&E activities among Project Managers, Technical Coordinators and Project Managers and Development Officers;
- Organize and facilitate training sessions to capture best practices and lessons learned at project close-out or as needed;
- Document and share lessons learned and best practices and ensure that the knowledge gained contributes to project improvement and influences the strategic development of future projects and activities.

6. Implement the beneficiary complaint response mechanism

- Establish, evaluate and monitor the functioning of the beneficiary complaint management mechanism (CRM) in line with ACTED's standard CRM procedures;
- Ensure that beneficiary complaints/returns are properly captured, analyzed, addressed and processed in a timely manner and used by the Program and Coordination teams;
- Oversee proper management of the CRM central database;

Required qualifications and technical competencies

- Master's degree in a relevant field
- Excellent analytical skills
- 3 years of experience in AME
- Excellent communication and drafting skills for effective reporting on program financial performance
- Ability to monitor and evaluate financial and monitoring skills of communities through capacity-building efforts
- Ability to operate in a cross-cultural environment requiring flexibility
- Familiarity with the aid system, and understanding of donor and governmental requirements
- Prior knowledge of the region an asset
- Fluency in English required
- Ability to operate Microsoft Word, Excel and Project Management software

Conditions

- Salary between 3100 and 3300€ 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
- Rest & Recuperation (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 4-days in situ security training
- Tax advice (free 30-minute call with a tax consultant)
- Psychological assistance

How to Apply

Please send your application including cover letter, CV to jobs@acted.org under **Ref:MEALM/UKR**