

Vacancy Announcement

Position	Deputy Country MEAL Manager	Starting date	September 2023
Location	Amman, Whole of Syria	Type of contract	Fixed term
Contract duration	12 months (renewable)	Security risk level	Sensitive (2/4)

About Acted

For the past 30 years, international NGO Acted has been going the last mile to save lives. Currently, Acted supports 20 million people across 43 countries to meet their needs in hard-to-reach areas - and pursues a triple mandate as a humanitarian, environmental and development aid actor. Acted relies on an in-depth knowledge of local territories and contexts to develop and implement relevant long-term actions, with a wide range of local and international partners, building together a "3ZERO" world: Zero Exclusion, Zero Carbon, Zero Poverty.

Position's context and key challenges

In 2019, 12 million people in Syria were in need of humanitarian assistance, including internally displaced people, host community members and returnees. Among these, 6.2 million are in acute need of water, hygiene and sanitation assistance, 4.7 million people in need of shelter support and 6.5 million face food insecurity. Active armed conflict displaced 1.6 million people in 2019 alone, including in the northwest of Syria (1 million IDPs concentrated in Idleb) and in the northeast (170 000 IDPs). Overall in 2019, Syria hosted 6.2 million IDPs, 850,000 of whom were settled in last resort sites (i.e. formal and informal camps) and therefore entirely reliant on humanitarian assistance.

In 2019, Acted continued to deliver multisectoral emergency assistance to conflict affected communities, while supporting their efforts to create opportunities and solutions for recovery. Acted provided large-scale responses to approximately 3 million people through water, hygiene and sanitation, shelter and non-food items, food security and livelihoods, and camp coordination and camp management (CCCM) interventions.

In-camp, Acted ensured access to water, sanitation and hygiene for over 364,000 people, and established itself as a key CCCM stakeholder. Out of camp, Acted supported newly displaced households with emergency food and key non-food items to meet their basic needs.

Acted also contributed to economic recovery, by supporting livelihoods and providing assistance alongside the agricultural value chain in targeted communities. Through civil society and technical governance mechanisms, Acted further supported the long-term restoration of services to enhance the resilience of conflict-affected communities.

Key roles and responsibilities

The Deputy Country Monitoring, Evaluation, Accountability and Learning (MEAL) Manager contributes to designing and developing appropriate and viable appraisal, monitoring and evaluation systems that are in line with the Acted's global MEAL procedures and to ensure that Acted's projects and programs perform as planned.

1. Monitoring and Evaluation (M&E) Systems

1.1. Operationalization of M&E Systems

- a) Oversee the development of mission plans for any assessments, monitoring and evaluations (baselines, mid-terms, endlines) for each of the projects;
- 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) Provide technical guidance and oversight over 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) Analyze MEAL data and produce reports, factsheets with useful statistical analysis and presentation (charts, tables, histograms, box plots) as necessary in a timely manner;

- e) Ensure the provision of data to the Project Development Team for use in preparation of reports to donors and other stakeholders, as required;
- f) In collaboration with coordination, trigger the necessary needs assessment(s) to ensure proposals are relevant;
- g) Contribute to donor proposals and fundraising efforts (particularly logical-framework designs and formulation of SMART indicators) and reports, through analysis and interpretation of findings;
- h) Provide MEAL related capacity building and awareness to implementing partners and other institutions supported by Acted as appropriate;
- i) Implement any recommendation discussed and agreed with the country management team and the Acted Director of Programmes;
- j) Represent Acted in different forums on MEAL related issues when required.

1.2. Contribution to Technical and Systems Development

- a) Contribute to the development and update of the country MEAL strategy, in coordination with the Country MEAL Manager;
- b) Support the development and regular update of consolidated MEAL work plan covering all ongoing projects and planned assessments of the mission;
- c) Contribute to ensuring a clear MEAL framework is developed for each ongoing project based on project proposals, implementation plans, and donor reporting requirements;
- d) Support the development, measurement, and reporting of qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
- e) Contribute to ensuring that the proposal budgets developed capture appropriate cost and financial information, to enable implementation of both internal and external MEAL components;
- f) Contribute to ensuring that MEAL findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
- g) Support the implementation of the MEAL policies and procedures as described in the Acted MEAL standard guidelines and make sure that the tools are followed as applicable;
- h) Support the 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. Ensure systems are well understood and properly implemented by staff and partners;

2. Database and GIS

- a) Support the development, on-going modifications, strengthening and functioning of the country level data management;
- b) Support the roll out and functionality monitoring of Database Management Systems (DBMS) and GIS across users including implementing partners as required;
- c) Contribute to the development of strategies to increase data use and demand amongst relevant staff and other data/information users;
- d) Contribute to designing and maintaining electronic and paper-based MIS/GIS systems for tracking and reporting all quantitative (spatial and non-spatial) data and information;
- e) Facilitate trainings for non-MEAL staff (e.g. PMs, PDs, TCs) on the use of project databases and database related reporting; for example, reporting on Acted's 28 global strategic program indicators;
- f) Provide capacity building on effective use of GIS/DB products and systems – or ensure that GIS/DB staff deliver this efficiently and effectively.

3. Learning

- a) Contribute to the proactive dissemination and to the use of knowledge gained through MEAL activities among Project Managers, Technical Coordinators and Project Development Manager/Officers;
- b) Contribute to the organization and facilitation of 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;
- 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.

4. Beneficiary Complaints and Response Mechanism

- a) Contribute to ensuring the effective functioning of the beneficiary CRM and that beneficiary complaints/feedback is adequately utilized by the program and coordination teams;
- e) Contribute to building capacity and understanding among Acted staff, partners and contractors on beneficiary accountability and CRM.

5. MEAL Team Management and Support

5.1. Team Management

- a) Ensure that MEAL staff understand and are able to perform their roles and responsibilities;
- b) Manage MEAL staff delineating their responsibilities and follow-up their work plans and day-to-day activities;
- c) Undertake regular appraisals of staff and follow career management;

5.2. Capacity Building and Training

- d) Contribute to identifying the MEAL training needs of MEAL unit staff, discuss plans with the Country MEAL Manager for both internal and external trainings, and contribute to its implementation according to MEAL strategic and operational priorities;
- e) Technically support MEAL Officers with the aim of strengthening their technical capacity, exchanging knowledge within the MEAL team and providing professional development guidance.

6. Other

- a) Provide regular and timely updates on progress and challenges to supervisors and other team members;
- b) Represent Acted in high-level external forums at national level, such as MEAL technical working groups;
- c) Participate in MEAL-related conferences and workshops when possible and stay up to date with best practices and new knowledge created in the field of MEAL;
- d) Perform any other related activities as assigned by immediate supervisor.

Required qualifications and technical competencies

- University Degree in Political Sciences, Public Administration, International Affairs, or a related field (anthropology, sociology, statistics)
- At least 2-5 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
- Ability to coordinate and manage a team
- Teamwork and team building skills, capacity building skills
- 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 2450 and 2650€ monthly (before income tax), depending on the level of education, security level, etc as well as a monthly living allowance of \$300
- Contribution to a housing allowance of up to 75% of Acted benchmark or 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
- 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 (cover letter + resume) to jobs@acted.org under **Ref: DMEALM/WOS**