

Vacancy Announcement

Position	Country MEAL Manager	Starting date	ASAP
Location	Amman, Jordan (to work on the Whole of Syria mission)	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 Country Monitoring, Evaluation, Accountability and Learning Manager is responsible for designing and developing appropriate and viable monitoring, evaluation, accountability and learning 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 Systems

1.1. Technical and Systems Development

- a) Develop and regularly update the country MEAL strategy;
- b) Develop and regularly update consolidated MEAL work plan covering all ongoing projects and planned assessments of the mission;
- c) Develop a clear MEAL framework for each ongoing project based on project proposals, implementation plans, and donor reporting requirements;
- d) Oversee the development, measurement, and reporting of qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
- e) Ensure that the proposal budgets developed capture appropriate cost and financial information, to enable implementation of both internal and external MEAL components;

- f) Ensure that MEAL findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
- g) Identify and design innovative practices to improve organizational efficiency and effectiveness in MEAL and general project management and incorporate them in the country MEAL strategy;
- h) Implement the MEAL policies and procedures as described in the Acted MEAL standard guidelines and make sure that the tools are followed as applicable;
- i) Ensure an 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;

1.2. M&E Implementation and Management

- 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) Oversee 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.

2. Database and GIS

- a) Oversee the development, on-going modifications, strengthening and functioning of the country level data management;
- b) Monitor roll out and functionality of Database Management Systems (DBMS) and GIS across users including implementing partners as required;
- c) Develop strategies to increase data use and demand amongst relevant staff and other data/information users;
- d) Design and maintain electronic and paper-based MIS/GIS systems for tracking and reporting all quantitative (spatial and non-spatial) data and information;
- e) Oversee the development, on-going modifications, strengthening and functioning of the country-level data and GIS management systems;
- f) 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;
- g) 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) Organize and facilitate 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 and ensure that the knowledge gained contributes to the improvement of projects 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.

4. Beneficiary Complaints and Response Mechanism

- a) Establish, implement and monitor the beneficiary Complaints and Response Mechanism (CRM) for the country mission 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;
- d) Build capacity and understanding among Acted staff, partners and contractors on beneficiary accountability and CRM.

5. MEAL Team Leadership

5.1. Team Management

- a) Ensure that staff in the department understand and are able to perform their roles and responsibilities;
- b) Manage MEAL, Database, GIS and Accountability staff delineating their responsibilities and follow-up the work plans and day-to-day activities;
- c) Ensure a positive working environment and good team dynamics;
- d) Manage interpersonal conflicts between departmental staff members;
- e) Undertake regular appraisals of staff and follow career management;
- f) Ensure that the team retains all that is distinctive about Acted including the organizations values and beliefs, global identity, coherence and consistency, and independence and impartiality.

5.2. Capacity Building and Training

- a) Identify the MEAL training needs of MEAL Unit staff, discuss plans with the coordination and HR for both internal and external trainings, and implement them according to MEAL strategic and operational priorities;
- b) Coach, train, and mentor MEAL Officers with the aim of strengthening their technical capacity, exchanging knowledge within the MEAL team and providing professional development guidance.

6. Other

Provide regular and timely updates on progress and challenges to supervisors and other team members;

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 2900 and 3100€ 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: MEALM/WOS**