

## Vacancy Announcement

<b>Position</b>	<b>Country MEAL Officer</b>	<b>Starting date</b>	February 2025
<b>Location</b>	Chisinau, Moldova	<b>Type of contract</b>	Fixed term
<b>Contract duration</b>	6 months (renewable)	<b>Security risk level</b>	Calm (1/4)

## 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

As of February 24<sup>th</sup> 2022, Acted deployed an emergency team in Moldova to support people who were affected by the conflict in Ukraine and had to cross the border.

Since Acted Moldova has developed to support all the most vulnerable and marginalized population of the country refugees, stateless and Moldovan.

As UNHCR main implementing partner Acted is still in charge of transportation from the borders to several destinations in Moldova. Organize site management support activities including infrastructure, distribution, coordination and information management in all Moldovas RACs. Deploy a team of case workers around the country to ensure proper case management is delivered and the most vulnerable individuals are supported. Implements Cash for Rent assistance to support refugee in mid-long terms accommodation and support the government and the UN exit strategy.

To anticipate and support Moldova as a whole Acted started implementing in 2023 Disaster Risk Reduction programming targeting Moldovan CSO and private sector in order to improve the country self resilience.

In addition and seeing the dire needs in Moldova Acted is developing 5 main pillars of activities which will cover both Moldovan and refugee:

- Infrastructure and shelter
- Protection and Civil Society
- Disaster Risk Reduction
- Waste and Ressource Management
- Socio – Economical development of rural areas

## Key roles and responsibilities

The Monitoring, Evaluation, Accountability and Learning Officer is responsible for the development and the implementation of appropriate and viable monitoring, evaluation, accountability and learning systems that are in line with the Acted's global MEAL procedures and contributing to ensuring that Acted's projects and programs perform as planned.

### 1. Monitoring, Evaluation, Accountability and Learning Systems

#### 1.1. Technical and Systems Development

- a) Contribute to the development and updating of the country MEAL strategy, the consolidated MEAL work plan and MEAL frameworks for all ongoing projects;
- b) Ensure that MEAL findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
- c) Implement the MEAL policies and procedures as described in the Acted MEAL standard guidelines and make sure that the tools are followed as applicable;

- a) Contribute to 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.

### **1.2. M&E Implementation and Management**

- a) Develop the ToRs and mission plans and carry out assessments, monitoring and evaluations (baselines, mid-terms, endlines) as reflected in the ToR and mission plan;
- 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) Closely supervise 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) Maintain electronic and/or paper-based MIS systems for tracking and reporting all quantitative data and information including reporting on Acted's 28 global strategic program indicators;
- e) Analyze MEAL data and produce reports, factsheets with useful statistical analysis and presentation (charts, tables, histograms, box plots) as necessary in a timely manner;
- f) Measure and report on qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
- g) Provide data to the Project Development Team for use in preparation of reports to donors and other stakeholders, as required;
- h) Contribute to donor proposals and fundraising efforts (particularly logical-framework designs, formulation of SMART indicators and MEAL budgets) and reports;
- i) Provide MEAL related capacity building and awareness to implementing partners and other institutions supported by Acted as appropriate;
- j) Represent Acted in different forums on MEAL related issues when required.

## **2. Learning**

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

## **3. Beneficiary Complaints and Response Mechanism**

### **3.1. Oversight of the Beneficiary CRM (only applicable in the absence of an MEAL Manager)**

- 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;
- e) Build capacity and understanding among Acted staff, partners and contractors on beneficiary accountability and CRM.

### **3.2. Contribution to the Beneficiary CRM**

- a) Contributing to the implementation of the beneficiary Complaints and Response Mechanism (CRM) for the country mission in line with Acted standard beneficiary CRM procedures;
- b) Contribute to the proper management of the project CRM central database;
- f) Build capacity and understanding among Acted staff, partners and contractors on beneficiary accountability and CRM.

#### 4. MEAL Team Management

- a) Ensure that staff under the direct responsibility understand and are able to perform their roles and responsibilities;
- b) Manage MEAL Assistants, Monitors and Enumerators 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 among team members;
- e) Undertake regular appraisals of relevant staff;
- f) Identify the MEAL training needs of team members and discuss plans with the MEAL Manager for both internal and external trainings;
- g) Coach, train, and mentor MEAL Assistants, Monitors and Enumerators with the aim of strengthening their technical capacity, exchanging knowledge within the MEAL team;

#### 5. Other

- a) Provide regular and timely updates on progress and challenges to supervisors and other team members;
- b) Participate in MEAL-related conferences and workshops when possible and stay up to date of best practices and new knowledge created in the field of MEAL;
- c) Perform any other related activities as assigned by immediate supervisor.

### 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 organizations;
- 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
- 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](mailto:jobs@acted.org) under **Ref: MEALO/MDA**