**Job Description**

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| **Position** | Monitoring and Evaluation Officer | **Starting Date** | ASAP |
| **Reference of the offer** | 08-2022 | **Publication Date** | 31/08/2022 |
| **Location** | Tunis | **Type of contract** | CDD  |
| **Duration** | 3 months  | **Security Level** | Calm  |

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| **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 endeavours 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 4,800 national staff, 450 international staff, ACTED is active in 38 countries and implements more than 505 projects a year reaching over 20 million beneficiaries. More on [www.acted.org](http://www.acted.org)ACTED opened its offices in Tunisia in 2011, initially to manage the response to the Libyan crisis, and then rapidly expanded in Tunisia through the creation of partnerships with local organizations. ACTED has first built a local presence through its partner in Tunisia, We Love Sousse. Together, ACTED and WLS have developed projects that value and strengthen the capacity of young people to become actors of change. ACTED has been providing technical support to WLS since 2019 in order to strengthen the resilience of vulnerable youth and women to violent extremismIn the framework of these projects, ACTED encourages the various stakeholders, whether they are citizen groups, civil society organisations, private sector actors and public authorities to work together effectively to co-construct solutions. |

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| **Context of the position and key challenges** |
| ACTED has been programming in Libya since March 2011, initially focusing on responding to the humanitarian crisis in the wake of the conflict and on providing vital humanitarian assistance to displaced and vulnerable populations. During this period ACTED utilized its assessment and mapping capabilities to help coordinate and provide information for the humanitarian response and reconstruction of the country. Since January 2012 built on the strong networks developed during the emergency response, ACTED is offering capacity building, grants, and networking opportunities to civil society and local governance actors under its Civil Initiatives Libya (CIL) banner in cooperation with GiZ, EuropeAid and MEAE, as well as support to social entrepreneurs funded by the British Embassy in Libya. The overall objective of CIL is to define methods and approaches, adapted to the Libyan context, and aiming at improving the resilience of communities and local institutions in time of crisis. Since 2014, ACTED is working on cash-based intervention in partnership with ECHO, GAC and UNHCR to address the needs of the IDPs and returnees in the post-conflict areas. Furthermore, in 2017, ACTED, in partnership with other organizations, set up a Rapid Response Mechanism and a protection monitoring project in the eastern region.The coordination team based in Tunis is managing our operations implemented from three field level offices in Tripoli, Benghazi and Sebha with support of 70 national and 10 international staff. In 2019, ACTED in Libya implements a two-fold approach addressing humanitarian needs through life-saving assistance for the most vulnerable, while supporting the recovery and development of conflict affected communities. ACTED provides assistance through cash-based interventions and protection response – community and household level monitoring, referral system, and a helpline – to mitigate the impact of the protracted humanitarian crisis. ACTED further works towards community stabilization by implementing Quick Impact Projects (QIPs) and infrastructure rehabilitation to strengthen social cohesion, improve service delivery and meet urgent infrastructure needs within the communities.ACTED also supports local actors, mainly civil society organizations, through capacity-building and financial support. In 2019, ACTED has supported 45+ CSOs in playing an active role in emergency responses and development efforts in their communities.  |

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| **Key roles and responsibilities**  |
| * **Appraisal, Monitoring and Evaluation (AME) Systems**
	+ ***Technical and Systems Development***
		- Contribute to the development and updating of the country AME strategy, the consolidated AME work plan and AME frameworks for all ongoing projects.
		- Support the AME Manager to implement the AME policies and procedures as described in the ACTED AME standard guidelines and make sure that the tools are followed as applicable.
		- 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;
		- Ensure that AME findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
	+ ***AME Implementation and Management***
		- Develop the ToRs and mission plans for assessments, monitoring and evaluations (baselines, mid-terms, endlines) as reflected in the Tor and mission plan;
		- 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;
		- 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;
		- Maintain electronic and/or paper-based MIS systems for tracking and reporting all quantitative data and information including reporting on ACTED’s 16 global strategic program indicators;
		- Analyze AME data and help produce reports, factsheets with useful statistical analysis and presentation (charts, tables, histograms, box plots) as necessary in a timely manner;
		- Measure and report on qualitative and quantitative input, process, output, outcome, impact, objective, and goal-level performance indicators for all projects;
		- Provide data to the Project Development Team for use in preparation of reports to donors and other stakeholders, as required;
		- Contribute to donor proposals and fundraising efforts (particularly logical-framework designs, formulation of SMART indicators and AME budgets) and reports;
		- Provide AME related capacity building and awareness to implementing partners and other institutions supported by ACTED as appropriate;
		- Represent ACTED in different forums on AME related when required.
* **Learning**
	+ Contribute to proactive dissemination and use of knowledge gained through AME activities among Project Managers, Technical Coordinators and Project Development Manager/Officers;
	+ Contribute to organizing and facilitating learning events in order to capture best practices and lessons learnt when a project closes or as required;
	+ 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;
	+ 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.
* **Beneficiary Complaints and Response Mechanism**
	+ Oversight of the Beneficiary CRM (only applicable in the absence of an AME Manager)
		- Establish, implement and monitor the beneficiary Complaints and Response Mechanism (CRM) for the country mission in line with ACTED standard beneficiary CRM procedures;
		- Ensure the effective functioning of the beneficiary CRM and that beneficiary complaints/feedback are adequately captured, analyzed, addressed and responded to in a timely manner and utilized by the program and coordination teams;
		- Oversee the proper management of the project CRM central database;
		- Build capacity and understanding among ACTED staff, partners and contractors on beneficiary accountability and CRM;
	+ Contribution to the Beneficiary CRM
		- Contribute to the implementation of the beneficiary Complaints and Response Mechanism (CRM) for the country mission in line with ACTED standard beneficiary CRM procedures;
		- Contribute to the proper management of the project CRM central database;
		- Build capacity and understanding among ACTED staff, partners and contractors on beneficiary accountability and CRM
* **AME Team Management**
	+ Ensure that staff under the direct responsibility understand and are able to perform their roles and
	+ responsibilities;
	+ Manage AME Assistants, Monitors and Enumerators delineating their responsibilities and follow-up the work plans and day-to-day activities;
	+ Ensure a positive working environment and good team dynamics;
	+ Manage interpersonal conflicts among team members;
	+ Undertake regular appraisals of relevant staff;
	+ Identify the AME training needs of team members and discuss plans with the AME Manager for both internal and external trainings;
	+ Coach, train, and mentor AME Assistants, Monitors and Enumerators with the aim of strengthening their technical capacity, exchanging knowledge within the AME team;
* **Other**
	+ Provide regular and timely updates on progress and challenges to supervisors and other team members;
	+ Participate in AME-related conferences and workshops when possible and stay up to date with best practices and new knowledge created in the field of AME;
	+ Perform any other related activities as assigned by immediate supervisor.
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| **Required qualifications and technical expertise** |
| * Knowledge of reporting, monitoring, and evaluation of development/humanitarian projects
* Understanding of civil society, development, or humanitarian issues in Tunisia and Libya
* Writing skills
* Microsoft Excel skills for data analysis
* Knowledge of survey design steps
* Arabic and English required, French is a plus

University Degree in Public Administration, International Affairs, Political Science, Statistics or a related field preferable Excellent written and verbal communication skills Previous experience with community development, economic development appreciated Experience establishing and/or working with community groups desirableKnowledge of and experience in field-based data collection methods Design, Monitoring and Evaluation experience in humanitarian/development settings appreciatedRelevant local language and/or regional experience highly desirable  |

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| **Conditions** |
| Job Title: Monitoring and Evaluation OfficerDuty Station: TunisUnder the Supervision of: Monitoring and Evaluation ManagerWorking Hours: 40 hours per weekContract : CDD 3 monthsType of contract: Full-time positionEstimated Start date : 12/09/2022Salary: Salary defined by the ACTED salary grid based on level of education, expertise and level of experience. |

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| **How to apply** |
| Applications (CV and Cover Letter) must be submitted in English. The application form is available here: the attached form HR-N3Please send your application by email until the **10th of September 2022** to the following address: Tunis.jobs@acted.org. For any further information, please contact ACTEDTunisia/Libya mentioning the reference offer.  |