Job Description

Position: Monitoring, Evaluation and Learning (MEL) Advisor

Reports to: Consortium Manager

Supervision of: N/A

Duty station: Yola, Adamawa

Grade: 8

Travel: 40%

Project number: NGFX0000

Duration: 12 months, renewable based on funding and performance

All NRC (Norwegian Refugee Council) employees are expected to work per the organization’s core values of dedication, innovation, inclusivity, and accountability. These attitudes and beliefs shall guide our actions and relationships.

**Scope and purpose:**

The Monitoring, Evaluation and Learning (MEL) Advisor oversees the MEL function of the consortium, which includes the NRC, IRC (International Rescue Committee), DRC (Danish Refugee Council), JDCP, and BBC. They will work with the MEL unit, Technical Specialists, Consortium Management Unit, and Consortium Partners' project teams to design and lead a robust MEL system. The system aims to ensure that data collection and monitoring are harmonized and aligned to inform decision-making, accountability, reporting, and learning in a timely and strategic manner.

The MEL Advisor ensures the consortium implements routine continuous quality improvement and data quality assessment. The advisor shares regular project updates with stakeholders, collects and responds to feedback and complaints from project stakeholders, and uses Quality Benchmarks (QB) during the implementation of consortium activities. A tailor-made documentation strategy is put in place for impact stories, reports, and experience sharing.

The MEL Advisor fosters a culture of learning within the consortium. He/she ensures lessons learned from pilots, project interventions, and working in consortia are documented, shared between partners and with key stakeholders, and contribute to national and project level learning and research. The Advisor also collects, analyses, and synthesizes project data on outputs and outcome progress accurately and in a timely manner. They will support trainings of project team and partners in the field of quality data collection and management, including the topic of using data to inform decisions on project priorities.

As a member of the Consortium Management Unit, the MEL Advisor facilitates communities of practice with the support of partners in research components and with a pool of consultants facilitating the learning component of the knowledge management.

1. **Role and responsibilities**

Generic responsibilities

1. Develop a monitoring and evaluation strategy across the consortium
2. Responsible for planning and coordinating processes relating to MEL within consortium partners, including evaluation, research, learning, planning processes and GORS (Global Output and Outcome Reporting System) reporting
3. Ensure processes and systems for the use of MEL data through routine learning moments are institutionalised across the consortium, with systems in place to interpret and use M&E (Monitoring & Evaluation) data
4. Provide technical support to consortium partners’ s programme staff to strengthen MEL processes and quality at the consortium level, including M&E SOP (Standard Operating Procedures), development, evaluation planning and management, result measurement and data collection methodology
5. Provide technical support for monitoring and evaluation activities at the consortium level, including program evaluations and research in line with the consortium learning priorities

Specific responsibilities

**Project Support:**

* Collaborate closely with the consortium partners to lead the design and development of harmonized monitoring tools and aligned indicator definitions for the project
* Collaborate closely with the Consortium Manager and the consortium partners to establish an operational MEL plan, including the set-up of mechanisms to monitor and document the progress of implementation of project activities
* Lead the design and review of the MEL pack, which includes the Indicator Performance Tracking Table (IPTT), Log Frame, Activity Tracking Table, and MEL Plan. Maintain an updated IPTT and output tracker
* Provide technical guidance and lead the capacity building of the consortium partner staff and stakeholders on implementing MEL within the project, including capacities for data collection, storage, indicator definition, and reporting
* Lead the development and design process of aligned quality benchmarks for the consortium activities to guide the monitoring and ensure action plans agreed on after QB monitoring are implemented in a timely manner
* Take the lead on project output and outcome monitoring and ensure that information reporting and sharing of systems fulfil the needs of the consortium, communities, government, relevant agencies, donors, and other stakeholders, and are in line with MEL standards and integrate MEL principles
* Review reports and other submissions by NGO (Non-Governmental Organisation) partners, ensuring rigorous and quality processes have been applied to internal monitoring for maximum accuracy
* Conduct routine data quality assessment and continuous quality improvement of the project to ensure project implementation and quality
* Participate/coordinate the design of quantitative and qualitative participatory project evaluations (baseline, annual and final evaluations), assessments, reviews, and other special studies
* Work closely with the Consortium Manager to ensure that performance indicators are regularly tracked and that activities implemented are well aligned with the indicators
* Facilitate the documentation of project results, impact, best practices, and significant changes
* Support the implementation of the project Monitoring Information System (MIS) and the integration of Geographical Information System (GIS) in project reporting. Support GIS mapping and dissemination of MIS/GIS reports
* Provide MIS content/requirements and feedback to the MEL team and document progress on indicators/achievement of targets
* Develop dashboards and other relevant tools in a shareable format to facilitate the visualization and communication of MEL data to the donor and partners
* Where applicable, roll-out mobile data collection and monitoring systems and document learning and suggestions for improvement
* Work as part of a core technical team on digital and Information Management (IM) solutions for MEL, managing IM consultants and database developers

**Complaints and Feedback Mechanisms (CFM):**

* Support the consortium in the development of information sharing materials/briefs, posters, brochures and in the dissemination of project information materials to relevant stakeholders, partners, and beneficiaries
* Advise on how to set up relevant contextualized feedback and complaints infrastructures
* Promote mechanisms and approaches to receive feedback and complaints from participants within the consortium
* Collect and manage complaints and feedback in close coordination with the consortium members
* Track timeliness of response to complaints and maintain an updated Project complaints tracker

**Partnerships:**

* In collaboration with the Consortium Manager, provide routine periodic partner monitoring and provide regular advice and support to ensure partner’s effective implementation of MEL according to best practice and donor requirements
* Coordinate monthly MEL Working Group meetings with MEL representatives from consortium partners

**Learning and Knowledge Management (LKM):**

* Lead the implementation of LKM framework and support a functional LKM system and capacity in the consortium

**Map out the learning objectives and evidence gaps**

* Collaborate closely with the consortium team to facilitate generating, storing, and sharing of knowledge (most significant change story, meta-analysis, research/evaluation summary reports, etc.)
* Promote the utilization of learning and knowledge generated in decision-making and project improvement
* Establish information sharing mechanisms for partner staff to document and share examples of good and bad practices and learning
* Document learning on working in consortia and generate lessons learned on how the integration aspect of the project contributes to achieving expected results
* Identify opportunities for research and learning questions in collaboration with the consortium partners and specialists
* Disseminate learnings, reports, publications, and participate in learning sessions, ensuring that the lessons learned are used to inform programming and advocacy

**Planning, Budgeting, and Reporting:**

* Coordinate with technical specialists for the appropriate allocation of MEL resources
* Provide day-to-day direct advice and support to the consortium and partners in preparing and reviewing of project plans and project reports in line with the donor reporting standards
* Oversee the MEL budget utilization and ensure timely implementation of MEL activities. Monitor partner expenditure against MEL budget lines to ensure expenditure is on track, aligned with strategic priorities, and fully utilized

**Communication and Networking:**

* Be available and responsive to questions, queries, and requests for information and support from consortium partners
* Create and sustain positive working relationships internally with staff, externally with the local government and civil society (CS) partners, and other stakeholders. Maintain an up-to-date understanding of key development trends in the project area
* Ensure alignment with government activities and structures in the implementation of consortium activities

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

* Head of Programmes
* Consortium Manager
* Country MEL Manager
* Area M&E Coordinator
* Core Competency Specialists
* Project Managers and Coordinators
* Grants Manager
* MEL Officers
* Consortium Management Unit
* Consortium-Partner staff

1. **Competencies**

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant to all staff and are divided into the following two categories:

A. Professional competencies

These are skills, knowledge, and experience that are important for effective performance.

**Generic professional competencies for this position**:

* A bachelor's degree in Statistics or Development Studies and Post Graduate training in M&E or Project Planning and Management
* At least 4 years of experience in an international NGO, preferably in an emergency or post-conflict setting, with MEL capacity and systems development
* Thorough experience and knowledge of monitoring and evaluation principles and current approaches in relief and development programs, using both quantitative and qualitative methods
* Understanding of data and information needs for program management and decision-making
* Experience in capacity building efforts using formal and non-formal methods
* Proficiency in the English language (speaking, reading, writing)
* Good organizational skills, attention to detail, reliability
* Flexible and proactive attitude with excellent interpersonal skills

**Context/specific skills, knowledge, and experience**:

* Excellent communication and interpersonal skills
* Strong self- organization skills
* Strong analytical and strategic planning abilities
* Sound written and oral presentation skills
* Ability to work effectively as a member of a team and ability to establish collegial relations
* Willingness to travel and work in hard-to-reach areas under strenuous conditions
* Good cultural awareness and sensitivity
* Highly approachable, trustworthy, and confidential
* Knowledge of NGO operations and humanitarian sector dynamics in Adamawa State is a plus
* Strong computer skills, including MS Office and experience using software such as Stata, NVivo, CAPI systems, and Power BI
* Excellent experience in classification, regression, missing value analysis, data binning, and clustering/segmentation
* Ability to synthesize a considerable volume of technical material

B. Behavioral Competencies

* Handling insecure environments
* Strategic thinking
* Empowering and building trust
* Influencing
* Initiate action and change
* Analytic thinking

1. **Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

* The Job Description
* The Work and Development Plan
* The Mid-term/End-of-trial Period Performance Review Template
* The End-term Performance Review Template
* The NRC Competency Framework

*This job description and terms of reference are an appendix to the contract and the employer can make changes after discussions with the Country Director and Manager.*