Monitoring, Evaluation, Accountability and Learning Coordination Officer

Location	Tanzania, Ethiopia and Mozambique are preferred duty stations
Department	Programmes
Reports to (Line Manager)	Global Programme Manager-Social Protection
Contract Type	Three (3) years with possibility of extension depending on funding and performance

About HelpAge

HelpAge International works with partners and a diverse global network of more than 170 organisations over 90 countries, supporting millions of older people to live safe, dignified, and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age.

Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience. Our 2030 strategy Ageing in a Just World sets out how we will work together to shape the future we all share. By ensuring that all our work promotes wellbeing, dignity and voice, we can be a positive influence in the lives of current and future older people.

HelpAge International is entering into an exciting phase of its evolution as we fundamentally transform what we do, how we do it and how we are organised. Driven by our commitment to the localization agenda, we are evolving the way we partner and deliver value at the country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally. We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work -humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership. A key way of creating value and bringing impact is collaborating across boundaries and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas.

About the Portfolio / Department

HelpAge is currently seeking to recruit a Monitoring, Evaluation, Accountability and Learning Coordination Officer who will have overall responsible for the M&E activities for the ROAR programme in the four countries (Ethiopia, Malawi, Mozambique and Tanzania), as well as ensure improvement in a robust data management and delivery of services.

About the Job

Working closely with the Global Programme Manager-Social Protection, this position will work as part of HelpAge Programme staff to support a culture and practice of reliable planning, monitoring, evaluation, accountability and reporting. This includes developing, updating and coordinating monitoring and evaluation (M&E) activities and events within the ROAR Programme and among HelpAge partners, building the capacity of HelpAge staff, network members and partners in M&E, and promoting MEAL knowledge transfer internally and externally. The position will ensure that MEAL systems and capacity building effectively serve HelpAge, Network members and partners in the four countries, adhering to HelpAge guidelines and policies.

Key areas for impact/influence and responsibilities

The Monitoring, Evaluation and Learning Coordination Officer will be responsible for the development and implementation of the ROAR programme's performance tools for effective programme delivery in the four countries implementing ROAR programme.

They will be the focal point to assist technical managers in the Monitoring, Evaluation, Accountability and learning aspect of their respective programmes and build the capacity of field staff in effective use of the data management tools and reporting templates including KoBo Collect. The position will be responsible for generating periodic programme implementing reports and assessment reports.

MEAL Tool Development and Data Management
- Develop and implement a robust monitoring and evaluation system that will ensure tracking of project/ programme results at different levels (outputs, outcomes and impact).
- Develop an integrated database of the ROAR programme and ensure accountability through regular data updates, data integrity and working in collaboration with the data processors.
- Work with programme officers and managers to ensure the collection of relevant and appropriate data needed for an effective MEAL system which will be utilized in monitoring strengths, weaknesses and gaps in existing projects/ programs and services and for reporting on donor commitments.

- Develop the data collection tools for the ROAR programme.
- Incorporate field and technical team feedback to ensure the continuous improvement of data management systems within the programme and country the position is based.

Monitoring and Reporting
- Maintain and update the overall ROAR indicator tracker based on submissions from the Programme Managers for the ROAR Programme
- Work closely with the Global Programme Manager-Social Protection to ensure that feedback to county offices implementing the programme is within time.
- Develop M&E plans for all projects and proposals and ensure the same is followed up during implementation.
- Ensure ROAR programme had updated work-plan and performance management plan (PMPs) in tandem with all approved proposals, regularly reviewing and updating as needed.
- Carry out data quality assessments/ audits regularly for MEAL data based on agreed indicators to guide decision making.
- Provide alert to the respective programme officers/ managers and Global Programme Manager-Social Protection on corrective actions required to avoid delays in implementation, including flagging operational issues and risks requiring timely actions.
- Review quarterly progress reports from partners and ensure they have evidence to back-up and provide feedback to the respective staff.
- Collate/ prepare regional reports related to internal reporting such as the quarterly and annual reports.
- Ensure that cross cutting issues such as participation, gender, age and disability are effectively addressed/ mainstreamed in all project implementations as part of ensuring accountability according to HelpAge SADD framework.

Assessments, Surveys and Evaluation
- Liaise with the Global Programme Manager-Social Protection to ensure that ROAR and all new and ongoing projects adhere to accountability requirements by initiating end of programme and learning evaluation and conducting relevant evaluations for ongoing projects to meet HelpAge standards.
- Assist in coordinating assessments, evaluations and performance evaluation tasks including planning and reporting on the same.
- Assist in the development of TOR for external surveys and consultant recruitments/ selection.
- Assist in coordinating the review all survey reports prepared to ensure quality and accurate reporting.

Learning, Accountability and Capacity Building
- Ensure the regional ROAR Results Framework is regularly updated and give support to regional programme staff on data collection, analysis and update of country specific Results Framework.

- Provide relevant evidence for learning from projects.
- Share learning and provide constructive comments to colleagues in order to ensure programme quality.
- Ensure Sex, Age, Disability Disaggregated Data (SADD), Accountability and Gender standards are consistently adhered in programme delivery.
- Build capacity of staff through training to ensure adoption of new data monitoring tools and quality of data collected.
- Keep abreast of new approaches and tools on M&E and provide training to HelpAge staff as requested. Enable staff to monitor and evaluate their own efforts, gather relevant data and produce required progress reports.
- Regularly collect data on and analyse the Complaints Reporting and Feedback Mechanism (CRFM) accountability data to facilitate quality improvement.

Skills and experience required

- Masters or Bachelor's Degree in Statistics, Economics, Monitoring & Evaluation, Demography, Development Studies.
- Demonstrated experience in data processing and management of large-scale surveys.
- Demonstrated experience of statistical packages and/ or data analysis software (e.g., KoBo Collect, SPSS, Excel, Epi Info, SMART, STAT 01) and advanced computer skills (word-processing, spread sheets, and databases) are a must.
- At least 4 years' direct experience in a position of monitoring and evaluation of large-scale projects.
- Strong experience in conducting a research study including the entire evaluation cycle, from design and formulation to implementation, analysis and presentation of results and recommendations.
- Must be result focused and be able to work under pressure and tight deadlines.
- Excellent interpersonal skills and the ability to work well within a multi-cultural team environment.
- Strong analytical skills.
- Technical knowledge and experience in implementation of gender and disability sensitive approaches is a plus.
- Basic knowledge of Accountability Standards and Humanitarian principles including the Code of Conduct, Protection of beneficiaries, Age and Disability Inclusion in Humanitarian activities.

Key Behavioural Competencies

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to

make an impact that matters.

In addition, as an HelpAge employee you are expected to:

Competencies	Description
Working Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organizations and partners to achieve our strategic aims and objectives; being accountable for the work we do together.
Adaptability and Flexibility	Adapt to new directions or opportunities arising within the organisation and in our work area; being flexible in our role, constantly using the feedback to learn more and evolve further.
Supporting and Facilitating Change	Lead behavioural and cultural change through embracing a supportive, collaborative and highly inclusive environment where everybody feels supported, respected and engaged.
Extend HelpAge's Reach and Impact	Extend HelpAge's reach and impact by creating and identifying new business development opportunities and building relationships with new partners.
Diversity and Inclusion	Lead and promote a culture of including the voices of older people across our support, convening and thought leadership roles, in a way that is transformative, empowering and highly inclusive of those marginalised by gender, economic status, disability and other factors of discrimination.
Leading Others (for managers)	Demonstrate strong leadership to own unit/department and manage people in a well and reputable manner. Create an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with. The post holder will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes to anyone that encounters our work.
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism.
- Complying with all safeguarding framework policies and practices.
- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

SAFER RECRUITMENT

All employments at HelpAge International will be subject to satisfactory references and appropriate screening checks, which can include misconduct disclosure schemes and terrorism finance checks.