

JOB DESCRIPTION

Preliminary Job Information

Job Title	MONITORING, EVALUATION, ACCOUNTABILITY & LEARNING (MEAL) MANAGER (CSI)
Reports to	DEPUTY AREA COORDINATION
Country & Base of posting	IRAQ, BAGHDAD AND BASES OF HADITHA AND RAMADI
Creation/Replacement	Replacement
Duration of Mission	6 months (renewable)

General Information on the Mission

Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. The association leads in average 200 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 6 million people in 22 countries – in Africa, Asia, Middle East, Eastern Europe and France.

Iraq has suffered nearly 39 years of conflict and unrest starting with the Iran-Iraq war in the 1980s which lasted for 8 years and resulted in around a million people being killed as well as dealing a significant blow to the Iraqi economy. This was closely followed by the annexing of Kuwait and subsequent First Gulf War in 90s which saw heavy casualties and destruction of the Iraqi infrastructure. The 2003 invasion of Iraq by the US led coalition saw even more upheaval and conflict for this population. After a short period of relative stability between 2009 and 2012, the rise of Islamic State group (ISg) in 2014 and its seizure of, at one point, an estimated 40% of Iraq including Fallujah, Tikrit and Mosul, Iraq saw mass population displacement and the exposure of the people of Iraq to multiple and cumulative acts of violence. The military operation to retake areas under IS control has been officially completed end of 2017, however some pockets of ISg fighters remain active up to this day.

Iraq as a whole has been facing one of the most critical humanitarian crisis of the moment. Starting from 2014, the conflict engendered mass displacements, and left up to this day more than 8.7 million people requiring humanitarian assistance. In the end of 2018, more than 4.1 million people returned to their area of origin, and over 1.8 million are still displaced. In addition, 225,000 Syrian refugees who have been displaced since 2013 are still living in Iraq.

PUI's strategy/position in the country

PUI, present and registered in both Republic of Iraq and Kurdistan Region of Iraq (KRI), is operating in four governorates (Dohuk, Ninewa, Baghdad, and Anbar) and has been responding to the emergency health and WASH needs during the ISg crisis with the aim to be as close as possible to the frontline and be involved in immediate response in accessible areas. Over the crisis, PUI has been positioned as a major health and WASH actor and a first responder in challenging areas with little humanitarian presence. PUI plans to maintain its current health and MHPSS activities in camps as long as the populations are not able to return. Iraq being today in a recovery phase, PUI intends to transition from mobile to static health and MHPSS interventions by supporting existing health facilities. PUI's strategy for the coming months is also to keep developing a better integrated approach, linking health, protection, WASH, shelter and livelihood interventions in areas of return and displacement to ensure that basic needs of the populations are covered, opening the path to social cohesion among the communities.

History of the mission and current programs

PUI has been present in Iraq since 1983. The programming has spanned the sectors of health, WASH, protection, shelter, food security and livelihoods, through an integrated approach, in both urban and rural areas, responding to the changing needs of the local communities.

By 2010, PUI was targeting poor rural villages in Baghdad to help them regain livelihoods and restart agricultural production. Starting from in 2014, PUI has been supporting livelihood projects and promoting access to the job market through Professional Tool Kits and trainings.

As the war in Syria increased in severity the influx of refugees crossing into the Kurdistan Region of Iraq increased. PUI opened a Mission in KRI in 2013 to start to respond to these needs. PUI has been operating in several Syrian and IDPs camps from 2013 to 2017 (Gawilan, Domiz 2, and Bardarash), providing a basic package of health care services complimented by a WaSH response of active hygiene and sanitation watch out. Since 2015, PUI is managing the Primary Health Care Center in Bajet Kandala 1 camp, and is extending its spectrum of intervention to the delivery of Mental Health and Psychosocial Support (MHPSS) services to the camp population.

Due to severe fighting over the first quarter of 2017 in Western Mosul, the Government urged civilians to leave the area, resulting in mass displacements. As a response, several camps opened in the south of Mosul to host these populations, and PUI intervened in Salamiyah 2 camp by providing emergency health care as soon as the IDPs started arriving there in June 2017. To this day, PUI is the sole healthcare actor in Salamiyah 2, providing 24/7 primary healthcare services and emergency stabilization and transfer, along with reproductive health care and MHPSS services.

PUI responded to the crisis by providing additional health care through Mobile Health Teams in Dohuk, Ninewa and Dohuk governorates to be as close as possible from the frontlines. The aim was to provide emergency health and MHPSS care to the people fleeing the conflict areas, and in addition WASH emergency interventions were done in Anbar to provide IDPs through emergency water trucking and implementation of sanitation facilities in transit sites. To this day, PUI is still intervening through a mobile health and mental health approach in Anbar and Ninewa, in areas with few available services.

To allow a shift from emergency to early recovery in areas affected by the conflict, PUI is rehabilitating PHCCs in Ninewa and Anbar, with a focus on BEmONC (Basic Emergency Obstetric and Newborn Care) units and integration of MHPSS services. In addition, PUI is rehabilitating shelters and water treatment plants in Western Anbar, in hard to reach areas where few actors are intervening.

Current Programming:

- Static PHCCs in IDP Camps: management of 2 PHCCS in Bajet Kandala 1 (in Dohuk) and Salamiyah 2 (in Ninewa) camps.
- Health Facilities Rehabilitation: rehabilitation of PHCCs and BEmONC units in Ninewa and Anbar governorates
- Mobile Health and Mental Health Interventions: 6 Mobile Health Teams and 9 MHPSS mobile Teams in Anbar, Ninewa and Baghdad
- Comprehensive MHPSS: integrated into all health activities and comprehensive MHPSS project in East Mosul
- WaSH response out of camp: rehabilitation of water treatment plants in western Anbar
- Shelter response: repairing damaged houses in Anbar
- Education: schools rehabilitations in Ninewa plains

Configuration of the mission

BUDGET FOR 2019	\$10,000,000
BASES	6 BASES (ERBIL (COORDINATION ONLY), DOHUK, MOSUL, BAGHDAD, RAMADI, HADITHA)
NUMBER OF EXPATRIATES	19
NUMBER OF NATIONAL STAFF	250+
NUMBER OF CURRENT PROJECTS	3
MAIN PARTNERS	OFDA , ECHO, CDC, MoH, UN Agencies

ACTIVITY SECTORS	Health, MHPSS, WASH, Education and Shelter
EXPATRIATE TEAM ON-SITE	<p>Erbil Coordination: Head of Mission; Deputy HoM Programmes; Log Co; Finance Co.; HR Co.; Health Co.; Mission Pharmacist; MEAL Coordinator; WASH and Shelter Co; Grants Officer; Security and Safety Advisor</p> <p>Dohuk/Mosul base: Field Co, 1 PMs, Log Base, Admin Base</p> <p>Central and Southern Iraq: Area Co, Deputy Area Co, MEAL Manager, Admin Manager</p>

Job Description

Overall objective

The Monitoring, Evaluation, Accountability and Learning (MEAL) Manager is responsible for applying the overall MEAL strategy in his/her area of implementation (Central and South Iraq) under the guidance of the MEAL Coordinator.

He/she is responsible for supervising the MEAL team and, in collaboration with program managers, is in charge of the implementation of MEAL related activities while providing timely and relevant information to stakeholders. In collaboration with the MEAL coordinator, he/her looks over the quality and relevance of the of internal MEAL activities, recommendations and analysis produced.

The MEAL Manager will ensure the use of technically appropriate methodologies and data management systems, contributing therefore to improve the quality and effectiveness of PUI humanitarian action in his/her area of intervention.

He/she is ensuring the accountability of PUI's programme in his/her area of intervention by developing, under the guidance of the MEAL Coordinator, the appropriate MEAL strategies and protocols for each project/specific technical sector.

He/she will provide technical MEAL guidance and leadership by leading efforts to institutional knowledge building, effectiveness and impact of PUI's intervention in his/her area of intervention.

Tasks and Responsibilities

Under the supervision of the Deputy Area Coordinator for Programs, with technical guidance from the MEAL Coordinator, and in close cooperation with the program teams in his/her area of intervention, the MEAL Manager will:

- ▶ Ensure the roll-out of the country MEAL strategy in his/her area of intervention and operational support in integrating cross-cutting issues (gender, protection, accountability, do-no-harm, community participation, disability, etc.);
- ▶ Supports the MEAL Co in training of program and MEAL teams within his/her fields of expertise ;
- ▶ Provides a methodological support to program teams in his/her area of intervention on technical questions linked to MEAL and cross-cutting issues such as: design of M&E plan, quantitative and qualitative data collection, complaint response mechanism, "do no harm" analysis, terms of references of internal and external evaluations etc.
- ▶ Ensure the quality and relevance of internal monitoring and evaluation activities, recommendations and analysis produced by his/her department (studies, maps, methodology documents...);
- ▶ Makes sure, with the support of the Deputy Area Coordinator for programs, that the recommendations made by his/her department are followed by the program teams in his/her area of intervention;
- ▶ Provides methodology support for the learning aspects of the projects at base level and contribute to institutional knowledge building at mission level ;
- ▶ Provide an up-to-date MEAL action plan and manage the MEAL resources in coordination with the relevant departments (Log, HR, Admin, Program) at base level

Note: The responsibility for all assessments, monitoring, evaluation and learning of program activities will remain the primary responsibility of the program teams. MEAL Manager will however ensure the proper methodologies, tools and analyse are developed and are made available to the program teams, as well as providing recommendations on potential improvements on the quality of activities.

Specific objectives and linked activities

1. CONTRIBUTE TO THE IMPROVEMENT AND ROLL OUT OF THE MISSION MEAL STRATEGY

- ▶ With the other MEAL Manager(s) on the mission, support the MEAL Coordinator in designing the MEAL strategy and framework for the mission including roles and responsibilities, team organization, protocols, tools and processes and disseminate at base level;
- ▶ Ensure the effective transition/deployment of the designed MEAL framework in his/her area of intervention;
- ▶ Ensure the MEAL strategy and associated processes are well known and understood by all MEAL and program teams in his/her area of intervention;
- ▶ Participate in developing a sector-based strategy (M&E, accountability, gender, do no harm) in accordance with PUI's policies and priorities for the intervention country;
- ▶ Make sure that data used for operational decisions making and various reporting are properly collected and of good quality;
- ▶ Participate actively in programming work at base level
- ▶ Enhance a constant collaboration with program teams in the objective of improving the projects quality.

2. TRAINING AND TECHNICAL SUPPORT

- ▶ Develop program teams' capacities in his/her field of expertise: data collection and analysis (method, format, software etc.), complaint response mechanism, do-no harm analysis, etc;
- ▶ Participate in the development of training modules with the MEAL Coordinator;
- ▶ Provide program teams with a technical and methodological support for M&E activities, data management (questionnaire design, sampling, data collection, data entry, extraction of useful data and analyse) and integration of cross-cutting issues;
- ▶ Support program teams in creating or adapting tools, at the beginning of each project, for: indicators monitoring, impact monitoring or risk analysis (PMT, MEAL or M&E plan);
- ▶ Support program teams on checking, filing and archiving the sources of verification at base-level;

3. MONITORING AND EVALUATION OF PUI PROGRAMS

- ▶ In collaboration with the MEAL Coordinator, the Deputy Area Coordination for Programs and Grant Officer (GO), prepare for each project results frameworks, performance monitoring and evaluation plans, including:
 - Data collection methodologies and associated measurement tools for internal and external (upon request) M&E activities
 - Schedule (deadlines and frequencies)
 - Analysis and reporting protocols
 - Products and expected deliverables
- ▶ Propose and organize M&E missions in collaboration with MEAL coordinator, Deputy Area Coordination for Programs and program managers:
 - Monitoring Field Visit;
 - Post-intervention Monitoring;
 - Internal Evaluation (interim or final);
 - Follow up mission with program teams to integrate cross-cutting issues (accountability, gender, do-no harm, etc);
 - Thematic studies;
- ▶ Contribute to the elaboration, review and harmonization of M&E tools, data management, especially in M&E Plans.
- ▶ Support the production of relevant reports, analysis, maps and recommendations by the MEAL department and PMs and their dissemination following MEAL Coordinator's review;
- ▶ Actively propose adjustments and/or new activities to improve the quality of the operations or approaches, in consultation with MEAL and technical coordinators.

4. ACCOUNTABILITY

- ▶ Participate in the implementation of the accountability strategy such as defined and led by the MEAL Coordinator;
- ▶ Draft the accountability plan tailored to each project ;
- ▶ Ensure, in close collaboration with the program teams, that an appropriate, safe, effective and accessible FPM is in place and cover all programs on his/her area of intervention and in particular that:
 - the key principles of the mechanism are respected
 - regular data collection and analysis of the complaints and feedbacks received are done
 - the FPM is accessible to the relevant stakeholders
 - all complaints are registered and logged into a formal database and forwarded to the right stakeholders
 - Complaints are addressed and that an appropriate and timely response is given to the complainant.
- ▶ Support the program teams in ensuring an adequate communication to all stakeholders about PUI's mandate, activities' details and humanitarian principles;
- ▶ Conduct monitoring field visit targeting accountability activities.

5. DATA MANAGEMENT AND INSTITUTIONAL KNOWLEDGE BUILDING (IKB)

- ▶ Supervise the quality of data collection and data analysis processes by following up the day-to-day work of the Field teams (program and MEAL);
- ▶ Provide MEAL technical support to the PMs and the Information System Manager (ISM) in developing effective and standardized IM systems within the base e.g. electronic databases, mapping...;
- ▶ Ensure that MEAL team support program teams in terms of data cleaning and data analysis;
- ▶ Sensitize and support program teams in his/her area of intervention in the process of IKB;
- ▶ Build institutional knowledge, in close collaboration with program teams, on activities carried out in his/her area of intervention (lessons learnt and recommendations) and make sure these are known by all relevant parties (MEAL team, Deputy Area for Programs, program teams);
- ▶ Participate in the recommendation tracking process (internal and external) and work together with PMs on action plans;
- ▶ Participate in the dissemination of procedures, guides and tools to all relevant personnel in his/her area of intervention;
- ▶ Produce a detailed handover report at the end of the employment contract, validated by the MEAL Coordinator.

6. OPERATIONAL MANAGEMENT OF THE MEAL TEAM AND COORDINATION WITH OTHER DEPARTMENTS

- ▶ Define, in collaboration with the Area/Field Coordinator and with support of the MEAL Coordinator, the MEAL team objectives and associated activity work plan;
- ▶ Ensure achievement of the MEAL team's objectives;
- ▶ If applicable, manage, with the support of the base administrator, the budget for the MEAL activities in his/her area of intervention;
- ▶ Ensure that logistical, administrative and financial procedures linked to MEAL activities implementation are properly followed;
- ▶ Communicate to the logistic department on a weekly basis the MEAL team's needs related to transport and communication;
- ▶ Ensure that HR documents (attendance sheet, leave request, etc) are communicated to the administrative department on time;
- ▶ Actively participate in the base meetings and monthly budget follow-up meetings.

<p>7. HR MANAGEMENT/CAPACITY DEVELOPMENT</p> <ul style="list-style-type: none"> ▶ Defines, together with the Area/Field Coordinator and the MEAL Coordinator, the MEAL set up and HR needs; ▶ Ensure communication schemes, roles & responsibilities and MEAL department procedures are well understood and followed; ▶ Brief all new staffs from program and MEAL departments in his/her area of intervention on MEAL's roles and responsibilities; ▶ Evaluate and assess the performance of collaborators under his/her direct supervision; ▶ Actively participate in relevant MEAL, strategic or programs workshops and meetings; ▶ Supervise adherence to security regulations by personnel under his/her supervision; ▶ Supervise and support personnel under his/her supervision in implementing their action plan and achievement of their objectives; ▶ Identify technical training requirements for the personnel under his/her supervision.
<p>8. REPORTING / DEVELOPMENT / COMMUNICATION / REPRESENTATION</p> <ul style="list-style-type: none"> ▶ In collaboration with the GO, ensure the delivery of required M&E reports, studies and analysis in a qualitative and timely manner and in the correct format; ▶ In collaboration with the GO and Area/Field Coordinator, participate in writing project proposals and reports' paragraphs on crosscutting issues and MEAL including preparation and update of results frameworks, monitoring and evaluation plans; ▶ Convey information to the relevant person on any event having possible consequence on PUI's reputation, activities or the security of the teams; ▶ Upon request, participate in the development of articles, case studies and success stories; ▶ Represent PUI when asked and/or delegated to do so; ▶ Coordinate with MEAL teams from other humanitarian partners to foster integrated approach.
<p>Focus on 3 priority activities related to the context of the mission</p> <ul style="list-style-type: none"> ▶ Implement the new accountability framework and tools ▶ Implement the learning framework and tools ▶ Develop the MEAL plans for the implementation of the new project
<p>Team Management</p> <p>Number of staff to manage and their position:</p> <ul style="list-style-type: none"> ▶ 1 M&E Officer ▶ 1 Accountability Officer ▶ 1 Accountability Assistant ▶ 2 M&E Assistants

Required Profile		
Required knowledge and skills		
	REQUIRED	DESIRABLE
TRAINING	Bachelor's or Master degree in a field related to Project Management, statistics, international development and/or social sciences	
PROFESSIONAL EXPERIENCE	<ul style="list-style-type: none"> ▶ 1 year previous experience with NGO ▶ previous working experience abroad ▶ previous experience in M&E or PM 	<ul style="list-style-type: none"> ▶ Experience with PUI ▶ Experience as MEAL Manager
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Capacity for analysing and synthesizing comprehensive information & technical data ▶ Good written communication skills ▶ Knowledge of project management ▶ Ability to transfer knowledge to diverse audiences through training 	<ul style="list-style-type: none"> ▶ Prior knowledge of the country/region ▶ Experience in donor requirements and expectations, particularly ECHO, UE, UN, and OFDA
LANGUAGES	X	X Arabic, Kurdish
SOFTWARE	X - excellent capacities in excel MDC & related soft./language (ODK, Kobo,...)	Microsoft Access
Required Personal Characteristics (fitting into the team, suitability for the job and assignment)		
<ul style="list-style-type: none"> ▶ Ability to work independently, take the initiative and take responsibility in a proactive approach ▶ Self-motivated, flexible and adaptable to the needs of the team and organization ▶ Ability to team work and proactivity in enhancing collaborative work ▶ Strong commitment in humanitarian principles ▶ Resilience to stress ▶ Diplomacy and open-mindedness ▶ Good analytical skills ▶ Organisation and ability to manage priorities and varied workload ▶ Ability to guarantee effective and timely outputs 		

- ▶ Problem solving and leadership skills
- ▶ Ability to work and manage professionally and maturely
- ▶ Ability to integrate into the local environment, taking account of its political, economic and historical characteristics

Conditions

Status

- ▶ **EMPLOYED** with a Fixed-Term Contract

Salary package

- ▶ **MONTHLY GROSS INCOME**: from 1815 up to 2145 depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

Costs Covered

- ▶ **COST COVERED**: Round-trip transportation to and from home / mission, visas, vaccines etc.
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/7 assistance and repatriation
- ▶ **HOUSING** in collective accommodation
- ▶ **DAILY LIVING EXPENSES** «Per diem»
- ▶ **BREAK POLICY** : 5 working days at 3 and 9 months + break allowance
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leave per year + return ticket every 6 months