

Vacancy announcement

Position	Appraisal Monitoring and Evaluation Officer	Starting date	ASAP
Location	Beirut, Lebanon	Type of contract	Fixed term contract
Contract duration	6 months	Security Risk Level	Sensitive (2/4)

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 endeavors 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 kilometer: ACTED's mission is to save lives and support people in meeting their needs in hard to reach areas. ACTED develops and implements programs that target the most vulnerable amongst populations that have suffered from conflict, natural disaster, or socio-economic hardship. ACTED's approach looks beyond the immediate emergency towards opportunities for longer term livelihoods reconstruction and sustainable development.

With a budget of 190 million EUR in 2015, ACTED is active in 35 countries and implements more than 495 projects a year reaching over 11 million beneficiaries with 400 international staff and 4,300 national staff. More on www.acted.org

Country Profile

Number of projects	16
Number of areas	2
Number of national staff	63
Annual budget (EUR)	4,41 M
Number of offices	2
Number of international staff	5

Position context and key challenges

Lebanon has generously opened its borders to refugees fleeing conflict in neighbouring Syria, and now hosts over 1.1 million refugees. After four years, Lebanon's resilience has reached a critical point; economic growth has faltered, public services are overwhelmed and unemployment is rising. In a complex context and with many communities already vulnerable prior to the crisis, Lebanon's fragile stability requires an integrated assistance framework, which encompasses all affected communities. In 2014, ACTED developed and implemented a holistic approach to meet basic emergency needs and ensure continued basic service provision, targeting the most vulnerable at the household, community and institutional levels.

In Greater Beirut, living conditions of vulnerable households have deteriorated rapidly due to tremendous pressure on housing markets, increasing prices, and limited access to income. In response, ACTED provides integrated WASH and Shelter emergency assistance to displaced families in informal settlements, unfinished buildings, and other types of sub-standard housing. This aims to ensure access to clean water, basic washing and sanitation facilities, improved hygiene practices, protection from the elements, and privacy. This assistance is complemented by cash transfers to enable the most vulnerable to meet their basic needs. In total, over 110,000 individuals have benefited from such assistance in 2014.

Working with service providers, local authorities and civil society in Akkar, Beirut and Mount Lebanon ACTED has also implemented over 30 Community Support Projects to increase the capacity of host communities and authorities to cope with challenges caused by the refugee influx, including pressure on local resources and infrastructure. These focused on supporting basic service provision (water provision, waste management, electricity, school infrastructure), as well as on addressing the economic impact of the crisis on vulnerable communities' access to income through vocational training and support to agricultural livelihoods. In 2014, these community-level interventions have benefited over 100,000 individuals.

In 2015, ACTED Lebanon will engage with humanitarian stakeholders to ensure the cost-effectiveness of activities, notably through increased reliance on cash assistance, which has proven an effective delivery mechanism, as well improved targeting of the most vulnerable communities and households. Strengthening the capacity of Lebanese civil society and local authorities to jointly tackle key community concerns, including service provision and income generation, will also become an increasingly critical means of addressing the impact of the Syrian crisis in Lebanon. Finally, ensuring community participation in the delivery and coordination of assistance will allow for more effective interventions, as well as improved protection of refugees by addressing rising social tensions.

Key roles and responsibilities

11. Appraisal, Monitoring and Evaluation Systems

1.1. Technical and Systems Development

- a) Contribute to the development and updating of the country AME strategy, the consolidated AME work plan and AME frameworks for all ongoing projects;
- b) Ensure that AME findings are reflected and their recommendations are incorporated in future concept notes, proposals and implementation plans;
- c) Implement the AME policies and procedures as described in the ACTED AME standard guidelines and make sure that the tools are followed as applicable;
- d) 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. AME 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 16 global strategic program indicators;
- e) Analyze AME 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 AME budgets) and reports;
- i) Provide AME related capacity building and awareness to implementing partners and other institutions supported by ACTED as appropriate;
- j) Represent ACTED in different forums on AME related issues when required.

2. Learning

- a) Contribute to proactive dissemination and use of knowledge gained through AME 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 AME 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. AME Team Management

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

5. Other

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

Required qualifications and technical competencies

Master's degree, preferably in a development/humanitarian related field
 At least 1-2 years of professional experience in humanitarian and/or development organisations;
 Astute critical thinking and analytic skills
 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 and French
 Knowledge of the region an asset
 Familiarity with basic office software programs

Conditions

Salary defined by the ACTED salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
 Additional monthly living allowance
 Free food and lodging provided at the organisation's guesthouse
 Transportation costs covered, including additional return ticket + luggage allowance
 Provision of medical, life, and repatriation insurance + retirement package

How to Apply

Please send your application including cover letter, CV and references to jobs@acted.org under **Ref: AMEO/LEB**