

Job Description: Monitoring and Evaluation Officer

1. General

Job Title:	Monitoring and Evaluation Officer
Location:	London (with some international travel)
Reporting to:	Head of Monitoring and Evaluation
Responsible for:	Supervising occasional volunteers and consultants

2. Organisational information

Conciliation Resources

Conciliation Resources is an independent organisation working with people in conflict to prevent violence and build peace, providing advice, support and practical resources. In addition, we take what we learn to government decision-makers and others working to end conflict, to improve peacebuilding policies and practice worldwide.

General Criteria

Conciliation Resources' staff operate in a spirit of programme partnership, which demands teamwork and collaborative decision-making, integrity, personal initiative, creativity, political and interpersonal sensitivity and professional discretion.

The Accord, Policy and Learning team (APL)

The APL team is an eight-person team and covers a number of areas of work:

- We lead work on influencing public policy and practice on our core organisational themes, including gender, and represent the organisation in international networks and coalitions. We also support Conciliation Resources' regional programmes in developing and implementing policy and influencing strategies.
- We are responsible for the Accord publication and programme that aims to promote comparative learning from peace processes. We lead on a number of other thematic practice-based research projects.
- We lead on the development of Conciliation Resources' systems, skills and approach to monitoring and evaluation and support staff to apply new practices and policies in this area. We lead on the promotion of internal learning and reflection on our practice, providing a structure within which this can take place, and helping capture and share lessons externally.

We work in a very collegiate manner both within the APL team and across Conciliation Resources, and seek to enhance the linkages between the different areas of our work, helping to ensure that our thematic work draws on our peacebuilding expertise and is rooted in the practical experience of our regional programmes.

3. Job overview

Job Purpose

- At the organisational level, the post-holder provides support to the Head of Monitoring and Evaluation to develop Conciliation Resources' systems, skills and approach to design, monitoring, evaluation, learning and reporting, and to embed these in organisational practice.
- At the project-level, the post-holder provides technical support to the Programme teams, Conciliation Resources partners, and APL team in the development and implementation of their monitoring, evaluation and learning plans and systems.

Scope and accountability

The Monitoring and Evaluation Officer is directly accountable to, and line-managed by, the Head of Monitoring and Evaluation and is a member of the APL team. The post-holder provides direct monitoring and evaluation support to teams across Conciliation Resources. The post-holder requires a comprehensive understanding of the organisational Strategic Plan, results framework, theory of change and how different teams can support achieving them. With the Head of Monitoring and Evaluation, influence others to appropriately align programme design.

4. Specific tasks and responsibilities

Strategy and evaluation

- Provide support to the Head of Monitoring and Evaluation, and in some instances take a lead, in the implementation of Conciliation Resources' Organisational Results Framework.
- Coordinate and facilitate internal evaluations with programme and APL teams, including through the collection of data to assess the extent to which outcomes and the impact have been realised.
- Create space through internal evaluations and reviews for staff and partners to critically reflect and adapt the project strategy, results, theory of change, conflict analysis, assumptions and risks.
- Provide technical support to programme and APL teams to coordinate and manage external evaluation and baseline processes, including providing an input into the design of Terms of Reference and quality assuring inception, evaluation and baseline reports
- Working with the Head of Monitoring and Evaluation, provide occasional logistical and technical support to commission and manage external organisational evaluations
- Support teams with the analysis of their monitoring and evaluation data. In certain instances, lead on analysis at team or organisational level.

Organisational Tools and Practices

- Contribute to, and in certain instances lead on, the on-going development of existing systems, tools and practices to document and analyse data, and share and institutionalise lessons learned.
- With the Head of Monitoring and Evaluation, design, develop and implement processes and systems for project, programme and organisational evaluations. This will include providing support to programme teams to draw-up Terms of References for evaluations, to select consultants undertaking evaluations and to work with Communications Team on the communication of organisational impact.
- Lead on the development of the user experience and engagement with Conciliation Resources' Monitoring and Reporting System ('MaRS'). This will involve identifying and resolving points of concern, and training and mentoring staff in the systematic use of MaRS to capture, reflect and record the results of their work.
- Provide monitoring, evaluation and learning training and mentoring support, including the facilitation of peer to peer learning exchanges, to Conciliation Resources staff and partners.
- Support the Head of Monitoring and Evaluation and the Director of Policy and Learning in developing Conciliation Resources' tools, processes and systems for organisational learning.
- Provide coordination and logistical support to organise MEL events at the organisational, consortium and sector level.

Programme Design, Proposals and Donor Reports

- With the Head of Monitoring and Evaluation, Director of Programmes and Fundraising team provide advice and support on programme design to ensure appropriate tools, techniques and frameworks are costed and included.
- Support the Director of Programmes and Programme Directors in ensuring that evidence and lessons from Conciliation Resources monitoring, evaluation and learning processes are fed into programme design.
- Using MaRS as the source system, lead on coordinating the internal reporting process and develop reports for strategic donors such as Swedish Sida and provide high quality evidence to support both donor and organisational reporting. Where agreed, report against the International Aid Transparency Initiative (IATI) platform.
- Ensure staff understand and meet the monitoring, evaluation and reporting requirements of Conciliation Resources' donors

External Representation

- Represent Conciliation Resources externally to donors, peer organisations, partners and others as required.

Other responsibilities

- Participate in team and other organisational meetings or working groups as required.
- Participate in monthly line management meetings and regular performance appraisals, keeping BreatheHR Information System up to date.
- Maintain appropriate project documentation and filing systems, ensuring that they comply with internal and financial systems and policies.
- Participate in recruitment processes on a periodic basis
- Supervise occasional volunteers and consultants as required
- Perform other tasks and duties, consistent with the skills and expertise of the post-holder, as required in non-routine circumstances.
- Adhere to Conciliation Resources security and safeguarding policies and guidelines and Code of Conduct.

5. Person specification

Knowledge

- Knowledge of a range of planning, monitoring, evaluation and reporting concepts, tools and approaches.
- Some knowledge of one or more of the conflicts in which Conciliation Resources works
- Some knowledge of organisational practices such as partnership working, value for money and organisational learning would be an advantage.
- Fluent English (essential). Other languages desirable (in particular Spanish, French, or Russian).

Experience

- Experience of providing on-going support for processes of planning, monitoring, evaluation and learning.
- Experience of applying and adapting different measurement and evaluation frameworks and techniques, such as the logical framework approach and theories of change.
- Experience of group facilitation and training support on monitoring, evaluation and learning issues
- Experience of working with databases, handling diverse sources of information and maintaining accessible filing systems.
- Experience of revising and contributing to the drafting of substantive reports for external audiences.
- Experience of working in a multi-cultural environment.
- Experience of working across an organisation to influence others.
- Experience of handling a complex and varied workload where the need to re-prioritise is not unusual.

Skills

- Ability to collect, manage and analyse quantitative and qualitative data in a manner that is sensitive to conflict affected contexts.
- Excellent verbal and written communication skills in English; other language skills desirable, in particular French, Spanish or Russian.
- Confidence in managing and maintaining monitoring and reporting systems with an eye to accuracy and detail.
- Strong commitment to and experience of team working.
- Appreciation of issues of confidentiality, cross cultural working and political sensitivity.
- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Computer literate including good working knowledge of Office software packages.

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