JOB DESCRIPTION

Position Title: M&E (Monitoring and Evaluation) Manager

Reports to: Program & Organizational Development (POD)- Program Manager

Line Management: M&E Officer(s); Senior M&E Officer

Location of position: Port-au-Prince, Haiti (Delmas 48 office)

Note: Only candidates fully bilingual in French and English (oral and written) will be considered.

Description:

J/P HRO has evolved as an organization since its inception in January 2010, transitioning from an emergency to a development context. J/P HRO’s human resource pool has increased to reach a total of over 350 employees, both Haitians and internationals. Hence, the need for J/P HRO’s structure to adapt accordingly in order to support new monitoring and reporting needs, as well as efficiency imperatives.

The M&E Manager will work within the Program & Organizational Development (POD) department, comprised of the Grants Management; M&E and Organizational Development units. The POD team is part of a department called Finance and Accountability (F&A), implemented in January 2013 in order to ensure adequate processes are implemented, tools are used to make proper managerial decision, and ensuring accountability at all levels of the organization. F&A directly reports to the Country Director.

The M&E Manager will be responsible for monitoring and evaluating initiatives, programs and projects, both new and established, providing accountability and ensuring efficiency and success from start to finish. S/he will be responsible for establishing, modifying and monitoring key performance indicators to report and record physical progress for specific programs and projects within all Programs of J/P HRO: Medical, Camp & relocations, Engineering & Construction, and Community Development (Community, Education and Livelihood), ensuring agreed deliverables are met.

S/he also oversees regular project progress reports and will collaborate with the Program Development Officer to prepare monthly, quarterly and final narrative and financial donors’ reports, working closely with Programs as well as with the Finance department.
Additionally, working along the Program Development/Grants Writing Officer and the Organizational Development Officer as part of the same team, s/he will need to be flexible in order to replace or work with other members of the team, as need be, on grants writing and set up, follow up of budget and indicators, implementation of processes, standard operating procedures and acting as a consultant in the organization in order to identify procedures to enhance, new initiatives to undertake, projects to support, etc.

She/he will work with a team of M&E Officers to support her/him and whose responsibilities will be grants / project or program-specific.

**Primary Responsibilities:**

1. **Management of the M&E team**
   - Manage a team of M&E officer(s) and senior M&E Officer(s), delineating their responsibilities by grant/project specific in order to support programmatic activities of J/P HRO and ensure these are monitored and evaluated in a timely, efficient and effective matter.
   - Identify the M&E training needs of the M&E team and work with the team and other collaborators such as the Organizational Development Manager to plan and implement training that meets these needs.
   - Coach, train, and mentor M&E Officers with the aim of strengthening their technical capacity, exchanging knowledge within the M&E team and providing professional development guidance in conjunction with the M&E Manager.
   - Coordinate and provide refresher M&E training for program staff as needed, with the support of the Senior M&E Officer.

2. **M&E leadership**
   - Provide (or update) the organization and the POD department with a vision, framework and strategic plan for its M&E unit.
   - Lead all M&E initiatives within J/P HRO.
3. Grant and/or Program Management Support

- Lead all M&E initiatives for assigned grant(s)/project(s) including monitoring data quality, tracking the progress of activities, and informing staff capacity building initiatives.

4. System Development

- Lead M&E system and process development, creating a framework and procedures for the monitoring and evaluation of project activities.
- Define and implement the key project performance indicators (KPI) as well as monitor them throughout the duration of the projects.
- Propose strategies to increase data use and demand amongst Program staff.
- Assist Program staff in clarifying project information needs.
- Support project/program staff on ways to properly document, organize and capture program progress.
- Manage M&E Officers while they create and revise tools and data collection procedures under the supervision of the M&E Manager (eg. logical framework, project performance tracking, indicators, data flow chart, M&E manuals)
- Review the performance of existing management information systems to help identify potential modifications or resources.

5. Data Management and Analysis

- Keep abreast of developments in grant/program changes and progress in order to advise and recommend tools and strategies to increase program performances and results.
- Suggest ways to facilitate data collection and the flow of data within Program field teams.
- Identify strengths and weaknesses in existing data collection and management systems and propose solutions.
- Perform field visits to ensure the quality of data collected by Programs and to verify the accuracy of reported data.
- Analyze changes and patterns in KPI indicator data and performance reports in order to make recommendations to Program staff.
• Ensure that donor, partner, and Senior Management data queries are addressed in an accurate and timely manner.
• Implement and participate in program and project evaluations

6. Communication and Reporting

• Support Grants Manager in reviewing donor reports to ensure high quality reports are submitted on time for this grant/program.
• Assist Program Development/Grants Management in establishing log frames, M&E work plans, and targets during the drafting donor project proposals as well as throughout project implementation
• Review and analyze weekly reports to identify the causes of potential bottlenecks in project implementation and to enhance quality of reporting.

Responsibilities:

• Assess organizational and performance gaps within the different programs and report on corrective actions needed
• Assist Program Managers and the Program Development and Organizational Development units of POD in the formulation of baseline measures and targets, during writing and set up of donor project proposals as well as throughout project implementation
• Formulate and implement key performance indicators (KPI) and deliverables for both new and established projects and monitor them throughout the duration of the projects
• Analyze indicators and performance, evaluate information and make recommendations.
• Clarify the core information needs of management and provide relevant and timely information to the Program & Organizational development Manager
• Implement and participate in program and project progress evaluation, survey and program follow up in order to advise and recommend tools and strategies to increase program performances and results.
• Responsible for the implementation of these recommendations within Programs and projects
• Document the lessons learned and best practices of the different programs and projects.
Qualifications and Experience*

- Bachelor’s Degree in Administration, Information Management, Project Management, Engineering, Finance or other relevant academic background (essential), Master’s Degree (desirable)
- At least 5 years of relevant work experience (essential), background in a consulting role (desirable)
- 3 to 5 years of Monitoring and Evaluation experience (essential)
- 1 to 2 years Financial or budget management – ability to put together a budget and to follow up on expenses, track grant disbursements (essential)
- Capacity to produce high-quality briefs and reports in both French and English.
- Quality and management certification / process re-engineering certification (6Sigma; Lean etc.) (desirable).
- Project Management certification (PMP or Prince 2) (desirable).

Skills

- Good level of proficiency in Windows Excel and quantitative analysis
- Experience in program design and M&E plan development
- Ability to design M&E tools, surveys, surveillance systems, and evaluations
- Demonstrated ability to train and build capacity of others
- Strong interpersonal skills and managerial capacity
- Bilingual in English and either French or Creole (essential)
- Experience in a non-governmental organization or in the United Nations (desirable).