

## Job description

### Monitoring, Evaluation and Learning Manager (MEAL Manager)



<b>Job Title</b>	<b>Monitoring, Evaluation and Learning (MEAL) Manager</b>
<b>Place of work:</b>	Dar es Salaam, Tanzania
<b>Grade:</b>	F
<b>Contract Type:</b>	Fixed term
<b>Reports to:</b>	Country Director
<b>Direct Report (s)</b>	MEAL Officer
<b>Work Relationships</b>	<p>Internal: Head of Programs, Program Manager Universal WASH, Program Manager Public Health, Programme /Project staff, Communications and Campaigns Specialist, and Research and Knowledge Management Manager. Policy Advicay staff, Business Development, Finance; WaterAid EA Region &amp; Global WaterAid staff.</p> <p>External: Woreda officials, national government officials, partners, donors, CSO, networks, communities, Consultants.</p>
<b>Budget Responsibility</b>	N/A

## Introduction

WaterAid has operated in Tanzania since 1983, and has been engaged in the WASH sector for 40 years with a vision of *everyone everywhere has access to clean water, sanitation, and hygiene*. During the last 40 years WaterAid Tanzania has grown to become a nationally recognized leader in the water, sanitation and hygiene sector (WASH), working closely with the government in the country and respected for innovation on best models with lasting change in the WASH sector. WaterAid operation is in alignment with WASH sector Programme in Tanzania “Water Sector Development Programme - WSDP but recognizing that service levels are low in hard-to-reach areas. This present significant opportunity to implement WaterAid Tanzania country programme strategy aligned to WaterAid’s ambitious Global Strategy (2022 – 2032) on a bold commitment to “ending the water, sanitation, and hygiene crises together – for everyone, everywhere”. WAT developed a five-year strategy 2023 – 2028 that focus on 2 Aims: *Achieve universal, sustainable and safe WASH services in focused geographic areas to influence wider change; and Prioritize WASH across the health sector to improve public health*. Approaches to deliver the AIMS are: *System strengthening, influencing, innovative modelling, research & learning, partnership and alliances, gender equality and social inclusion (GESI), empower and support, strategies on sustainable WASH services and behavior change*. WaterAid Tanzania is aspiring for country where no woman/girl will walk long distance and que for hours to collect water. Where no community is held back by cycle of sickness from broken and dirty water supplies and poor hygiene and sanitation.

## B. Job Purpose

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The role is responsible for providing technical expertise in Planning, Monitoring, Evaluation and Reporting (PMER) to ensure programme/projects performance for the realisation of WAT strategy. This is through enhanced (PMER) system in the implementation of programmes/projects, build capacities of staff and local partners on PMER; and ensure that data quality standards are monitored, met and reported timely. Ensure programme quality standards are adhered to and manage multiple accountability requirements of donors and stakeholders. Undertake monitoring and evaluation of grant implementation. In addition, contribute in learning and knowledge management. Provide key advisory and support to the senior management on programme quality monitoring, accountability frameworks, knowledge initiatives and compliance. Lead in identifying PMER technical needs and make appropriate recommendations. The role focus on the quality of program implementation in delivering sustainable and equitable WASH projects with partners and communities. The position also work with local partner organizations and service providers in developing their capacity on M&E to deliver effective and sustainable WASH and behaviour change programmes. The role will proactively contribute to program quality including generation of context data to inform fundraising and partnerships.

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## C. Main Responsibilities and Duties

### Monitoring and Evaluation

- Support full implementation and integration of global PMER requirements and standards across all areas of WAT's programme and policy influencing work
- Develop monitoring and evaluation tools and processes for the Country Programme (CP).
- Lead the implementation and management of WA's PMER Core- Procedure.
- Lead the implementation of Result Based Planning system in WAT.
- Provide technical support to programs and projects to strengthen their monitoring and evaluation systems.
- Update as necessary Monitoring and Evaluation plans, consistent with the national M&E framework, in consultation with stakeholders/partners.
- Strengthen systems and tools, and training materials to train stakeholders and other implementing partners personnel.
- Conduct assessment of the CP's capacity in the field of M&E, and develop and lead the implementation of a capacity development plan.
- Collect and document case study, lessons learned, and conduct beneficiary tracking according to WAT protocols.

- Conduct field monitoring and quality verification of project implementation by partner NGOs as per need
- After monitoring visit, compile monitoring findings and prepare reports to share with respective project/programme focal and line Manager.
- Work with WaterAid UK designed web-based system (Project Center), applied globally for all WaterAid countries related to planning, monitoring, evaluation and reporting (PMER) of projects and programmes.
- Conduct data verifications and cleaning through working together with the data collection team from staff and partners.
- Organize the data and sharing with the relevant team for analysis and reporting.
- Organize internal quarterly reflection, participate in partners' quarterly review and reporting.
- Provide technical guidance for the implementation of the M&E plan, through training and other on-site support.
- Facilitate review of progress on a quarterly basis and ensure problem solving through remedial actions.
- Ensure any disparities between planned and actual outputs are addressed.
- Assist WAT in the identification of potential implementation problems and bottlenecks and recommend appropriate strategies to address them.
- Prepare quarterly and annual programmatic progress updates on the project.
- Ensures effective management of the monitoring and evaluation process, focusing on the following.
- Participate in preparation of project identification, design, setup and planning;
- Participate in CP strategy and Business development.
- Ensure that project monitoring arrangements comply with donor/ grant agreement and that the provisions of the grant agreement are fully observed.
- Review the management information systems of the CP and agree on required changes or resources to ensure that data quality standards are monitored and met.
- Review the quality of existing data sources, the methods of collecting them and the degree to which they will provide good baseline data for mid-term and end of project evaluations; based on this review consult partners to develop approaches to address identified gaps.
- Prepare Terms of Reference (TOR) for baseline, mid-term, and end-line surveys including methodology preparation, sample selection and staff training if needed, and provide overall technical direction for the conduct of the surveys.
- Follow up on implementation of audit and evaluation recommendations; ensure the optimal use of evaluation findings by providing guidance in preparation of timely management response to all mandatory evaluations and by developing a communication/dissemination plan.
- Ensures facilitation of knowledge building and knowledge sharing in the area of monitoring and evaluation, focusing on achieving the following results:
- Identify and formulate lessons learned and document best practices from evaluations and studies to be integrated into project reports;
- Collaborate and coordinate with UN agencies, government agencies, NGOs, and other organizations on monitoring and evaluation issues.
- Lead the design and delivery of M&E capacity building to personnel of stakeholders, together with implementing partners involved in the implementation of grants.

### **Capacity Building**

- Directly support staff and partners in the field for any capacity on using the online platform and using the M&E tools and template for data collection.
- Regular M&E skill sharing with staff and partners.
- Review and help maintain data integrity and consistency in multiple systems by programme teams and NGOs.
- Support capacity building of partner NGOs across all monitoring and reporting functions including data input, validation and reporting as per WaterAid /donor requirements.

### **Learning, Networking & Co-ordination**

- Establish, develop and maintain relationships with the WaterAid program field team and partners
- Participate in and contribute to WAT's efforts to strengthen in-country WASH and networks.
- Initiate and coordinate studies and evaluations by external consultants related to project baseline/end line and evaluations by supporting the hiring process, overseeing quality and disseminating/sharing results.
- Conduct small-scale in-house mix-method studies, develop mobile phone-based data collection tool in WAT platform, analyze data and prepare report.
- Develop learning documents from the results of M&E managed evaluations/studies as required.
- Provide data support to programme and fundraising team from WAT for grant specific donor reporting as well as six-monthly and annual reporting of WaterAid as per PMER cycle.

### **Safeguarding & Safety & Security**

- Ensures that Safeguarding, Child Protection, and Gender Equality policies are fully embedded in project design, during implementation and as principles applied in day-to-day work of Program team.
- Ensures that any partner agencies that WAT works with are adopting the same health, safety and security standards (as defined in any applicable WAT health, safety and security policies), and arrange for capacity building support where gaps or weaknesses are identified.
- Understands and puts into practice the responsibilities under Safeguarding, Child Protection and Gender policies and Code of Conduct (CoC).
- Adheres to any local security protocols that have been put in place when working in the office, travelling to the field or undertaking project / program activities.
- Immediately reports any health, safety and security incidents or near-misses that occur to their line manager, Security Focal Point or CD.
- Behaves and acts in a manner that does not put colleagues or anyone that interacts with WA in immediate danger or harm's way.

## **D. Key Competences, Skills, experience, and Knowledge**

### **Qualifications, Knowledge and Experience**

#### **Essential Criteria**

- Master's Degree in Economics, Statistics, Development Studies, Public Health or other relevant Social Sciences.
- Minimum of 8 years post experience in planning, monitoring and evaluation preferably in an NGO setting in the field of WASH. Experience in international research or development organisation will also be considered.
- Extensive knowledge of monitoring and evaluation methodologies i.e. both quantitative and qualitative data collection, processing and analysis.
- A strong background in WASH programmes, having managed projects wherein systematic input, output and process data were collected and used to guide programming.
- Good knowledge of project planning cycle and management; and strong hands-on experience in development project designs and management as well as designing research projects to support monitoring, evaluation & learning.
- Skilled in analysis and visual representation. Able to analyse information and make sound conclusions and decisions.
- Strong knowledge in the development and use of software and database applications for programme monitoring & learning. Tools for capturing knowledge and learning; MEL tools and techniques, and application of computer software (MS Excel, SPSS, GIS, data visualization software) and monitoring is essential. IT skills with advanced knowledge of Excel and Powerpoint and strong Microsoft PowerBi skills.
- Good knowledge of data collection methodologies, tools, and processes. Experience in using quantitative and qualitative tools for carrying out monitoring and evaluation projects.
- Experience in conducting data quality assurance and reviewing indicators for projects.
- Experience in designing and implementing country level M&E trainings.
- Experience in using quantitative and qualitative tools for carrying out monitoring and evaluation projects.
- Proactive approach. Identifies issues and challenges and seeks to resolve these in a timely manner.
- Strong planning and organisational skills, drive to meet deadlines.
- Experience of building the capacity of staff and partners and facilitating learning in relation to planning, monitoring & evaluation.
- Experience working with and maintaining good relations with international, as well as counterparts and beneficiaries (e.g. International and Local NGOs and government representatives).
- Solid experience in management of people and systems, and working in high-pressure environment.

- Excellent verbal and written communication skills. Able to communicate complex information clearly to others, and produce impactful reports and presentations

**Behavioral competencies**

- Self-motivated, has drive, meet deadlines and capable to work under extreme pressure.
- Ability to convey technical information/ data in clear and vivid prose. Excellent presentation and public-speaking skills.
- Strong planning and organizational; problem solving skills, prioritization of work.
- Strong interpersonal skills. Able to build relationships with colleagues and stakeholders, negotiate and influence across teams in order to achieve the best outcome.
- Experience of collaborating, managing and motivating others; drive change within a multi discipline team.
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
- Ability to work collaboratively in a team environment, especially matrix and distance management environments.
- Must be a team player with mutual trust and understanding in a mixed team.
- Provides vision, direction, and a problem solver.
- Values driven, demonstrates gender and cultural awareness.
- Promotes high performance, innovation and learning.
- Behaves consistently in approach to work and decision-making.
- Ready to undertake extensive field visits as required.

**Desirable Criteria**

- Knowledge / experience in knowledge management systems
- Experience in community-based development
- Experience of M&E in the water, sanitation & hygiene (WASH) sector.

**E. Signatures**

Approval		
Approved by:	Date	Signature
Supervisee		
Head of Department		
Head of People, OD & Culture		
Country Director		