

JOB DESCRIPTION

JOB TITLE

Monitoring and Evaluation (M&E) Manager

ROLE

ChildFund is establishing new outcome monitoring and evaluation systems to better measure the results of our work, with the overall purpose of improving our effectiveness and enhancing our accountability to communities and donors.

The M&E Manager is a new position that has responsibility for working with stakeholders and colleagues in the field, Country Office, and the Sydney Office, to design and implement M&E systems to: support the planning and implementation of projects (project-cycle management); to collect and analyze mid to long term outcomes and impacts of ChildFund Australia's programs (outcome-level monitoring and evaluation); and to facilitate the use of these data for improving our practice.

The primary users of these systems will include community members, including children and youth; partners (government and non-government); and ChildFund staff in-country and in Australia.

REPORTING STRUCTURE / RELATIONSHIPS

The M&E Manager reports to the Country Director.

The M&E Manager shall works closely with the Program Team, Financial Manager, HR Manager and other Managers in Hanoi, and with management staff from ChildFund's partners and project communes in Vietnam.

The M&E Manager will also work closely with International Program Team, Sydney-based Development Effectiveness Specialist of ChildFund Australia's head office in Sydney and including M&E Managers in other ChildFund Australia countries.

RESPONSIBILITIES

Setting up the Systems - The M&E Manager will play a key role in designing and pilot testing our new systems:

- **Project-Cycle Management** - Project-cycle management practices will not be standardized across ChildFund Australia. However, learning and sharing of good practices will inform our work, and a degree of harmony of these country-level systems should result over time:
 - Document current ChildFund project-cycle management practice in country
 - Benchmark project-cycle management practice with other ChildFund countries and other development organizations in country
 - Establish clear procedures for project-cycle management in country
 - Train local staff, partners, and community members in these procedures
 - Play an active role in a cross-organization M&E team to integrate best practices from other countries.
- **Outcome-Level M&E** - Program (outcome) M&E procedures will be standardized across ChildFund Australia, through a team effort led by the Sydney-based

Development Effectiveness Specialist, and including M&E Managers in other ChildFund Australia countries:

- Work with the Sydney-based Development Effectiveness Specialist, and M&E Managers in other ChildFund Australia countries, to finalize the framework for outcome-level M&E, for example, key indicators, baseline assessments, participatory impact assessments, process monitoring and lessons-learned workshops
- Prepare and supervise the initial pilot implementation of an outcome-level baseline survey in country. This will include integrating existing social and economic data in the project area, as is feasible and appropriate
- Link the results of the baseline study with community-level planning, localizing and adapting results for use by communities
- Organise and undertake training with stakeholders, including community members (women, men, youth, and children), in M&E skills, including participatory aspects
- Prepare lessons learned from initial outcome-level M&E pilot testing, and plan for scale-up in country
- Play an active role in a cross-organization M&E team to integrate best practices from other countries.

Implementation of M&E - The M&E Manager will lead the implementation of these systems in-country:

- **Project-Cycle Management**
 - Manage the rollout of the project-cycle management system in country
 - Guide staff and implementing partners in preparing progress reports. Analyse these reports in terms of problems and corrective actions needed. Prepare consolidated progress reports for project management to submit to the relevant bodies, in accordance with approved reporting formats and timing.
 - Review use of the project-cycle-management system for continuous improvement.
- **Outcome-Level M&E**
 - Based on the pilot experience in country and across ChildFund Australia, participate in the adaptation and finalization of our outcome-level M&E system
 - Plan and oversee rollout of the outcome-level M&E system across the country
 - Manage and facilitate collection of outcome-level data into a country-wide database
 - Review monitoring reports, analyse them in collaborative and participatory manner for impact evaluation
 - Collaborate with staff and implementing partners on qualitative monitoring to provide relevant information for ongoing evaluation of project activities, outcomes and impacts
 - Foster participatory planning and monitoring by training and involving primary stakeholder groups in the M&E
 - Identify the need and draw up the Terms of Reference's for specific project studies.
 - Inform and join external supervision and evaluation
 - Organise (and provide) training in M&E for project and implementing partner staff, local organisations and primary stakeholders
 - Plan for regular opportunities to identify lessons learned and implications for the program's next steps.

Communication – The M&E Manager will expand effective and innovative internal and external communication methods

- **Project-Cycle Management**

- Prepare reports on project-cycle management findings, as required, working closely with the Program Manager, field staff, finance staff, technical staff and implementing partners
- Undertake regular visits to the field to support implementation of project-cycle M&E, identifying where adaptations might be needed.
- Outcome-Level M&E
 - Guide the regular sharing of the results of outcome-level M&E findings with program staff, implementing partners and primary stakeholders
 - Check that monitoring data are discussed in the appropriate forum and in a timely fashion in terms of implications for future action. If necessary, create such discussion forums to fill any gaps
 - Coordinate, under the direction of the Country Director, working visits to the country focused on the development and implementation of the two M&E systems; participate in such visits overseas.

Networking

- Maintain contact with other NGOs through meetings and forum etc. to ensure mutual awareness of activities and projects
- Network with government officials and other agencies on issues and activities related to the program.
- Identify the specific contributions of the programme and co-ordinate with other organizations that may benefit from visiting.

Coordination

- Participate in cross-functional assessment and appraisal activities for proposed project areas or activities, general evaluations of existing programs, etc
- Participate in monthly coordination meetings for each district/province program
- Work closely with other Managers in Hanoi, with management staff from ChildFund's partners and project communes to ensure the provision of administrative and logistical supports
- Participate in other cross-functional meetings or project teams as relevant
- Provide support to other sectors of ChildFund's program where appropriate upon request.

Capacity Building and Technical Support

- Promote capacity building of team and partners through facilitating exchanges, training opportunities, contact with other institutions etc
- Conduct or organise training where appropriate with communities, local extension staff and other relevant groups
- Provide necessary support and training for personnel from the project's management structure to ensure the project's well functioning
- Contribute to the regular technical and methodological backstopping of projects through regular visits and contact with field staff, local technical staff and partners

Relationship Building & Representation

- Participate in external workshops, ChildFund International working groups and other meetings relevant to the area of project monitoring and evaluation
- Establish appropriate information-sharing relationships with staff in similar positions within other INGOs, government agencies and academic institutions in Vietnam and internationally
- Contribute to advocacy and policy-development activities in the monitoring and evaluation sector at all levels in Vietnam and internationally (NGO, government and donor networks, support to Sydney Office advocacy / policy development activities etc)

Organisational Development

- Participate in the development of ChildFund's policies and strategies in Vietnam in co-operation with Country Director and other management staff
- Take a lead role in developing ChildFund's policies and documentation in the area of project monitoring and evaluation in Vietnam, including the development of annual and longer-term strategic plans
- Actively contribute to the development and promotion of ChildFund values culture and learning approach

WORKING CONDITIONS

This is a Hanoi based, full-time position with regular and extensive travel to ChildFund's program areas in Vietnam (approx. 40 percent of time in field). It is expected that the position-holder will also be required to undertake occasional international travel.

The successful candidate will be offered a three-year contract. Salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale.

Other working conditions and benefits are outlined in ChildFund's HR, PDR and Operations Manuals.

PERSONAL QUALITIES, QUALIFICATIONS & EXPERIENCE

E = essential, D = desirable

Knowledge

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|---|---|
| Broad, up-to-date knowledge of laws and practices on development field and issues in Vietnam as well as internationally | E |
| Understanding of basic accounting, proven experience of establishing and managing budgets, and office and information systems | E |
| Knowledge of, and skills with diverse data collection techniques | E |
| A good knowledge of conditions in different parts of Vietnam would be an advantage. | D |

Skills

- | | |
|--|---|
| Excellent written and spoken English and Vietnamese including proposals and reports writing | E |
| Excellent computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows and E-mail | E |
| Demonstrated M&E design and implementation skills in a leadership capacity | E |
| Effective team work and interpersonal skills | E |
| Excellent communication skills, and an ability to relate to people of all backgrounds, presenting information in an effective manner, both written and verbally | E |
| Strong analytical and statistical skills, including the ability to develop systems that effectively implement, evaluate and track key the program managerial tasks | E |
| Leadership skills | E |
| Excellent conflict resolution skills, negotiation skills | D |
| Well developed coaching and leadership skills, both on a formal and informal | D |

basis	
Sound time and people management skills, including performance management	E

Experience

Experience and skill in rolling out and scaling up M&E procedures	E
Effective communication with internal and external customers/partners	E
Working effectively with and through others	E
Strong experience in participatory community engagement	E
Experience of preparing project proposals and reports	E
Experience in pilot testing new initiatives in complex environments	E
At least 5 years experience in community development with an INGO, at least 3 of those in a managerial position at the monitoring and evaluation of project activities. Experience must include hands-on responsibility for the full scope of development program activities, both operations, analysis and management	D
Experience developing outcome indicators	D
Previous management and coordination experience in a development and/or international organization	D
Demonstrated advisory responsibilities	D

Abilities/Qualities

A self starter with a high degree of initiative	E
Able to manage multiple priorities, to work to deadlines, being well-organized and systematic	E
Ability to build strong working relationships, internal and external to the organization	E
Creative, forward thinker and excellent team player	E
Ability to work independently and as part of a team	E
Mature, dynamic and Hard-working	E

Attitudes

Willing and able to undertake some work-related travel	E
Commitment to the aims of ChildFund	E

Qualifications

University qualification in relevant field	E
Postgraduate or equivalent is preferred	D