

JOB DESCRIPTION

JOB TITLE

Development Effectiveness and Learning Manager (DEL Manager)

ROLE

The DEL Manager ensures that ChildFund Australia's programs operate under the organization's Development Effectiveness Framework (DEF).

The DEF is an organizational-level structure under which all program design, planning, implementation and monitoring, reporting and evaluation is carried out in ChildFund Australia-managed country programs. The purposes of the DEF are to account for and explain accurately our program achievements, both immediately and long term, in relation to poverty reduction, rights realization and fulfillment of children's potential, and to improve the way we work. The DEF is described in detail in Chapter 3 of ChildFund Australia's *Program Handbook* and the theory of change, which inspires it, in Chapter 1.

ChildFund Australia manages programs in five countries (Cambodia, Laos, Myanmar, Papua New Guinea and Vietnam) and, currently, appoints Development Effectiveness and Learning (DEL) Managers in four of them. As senior staff members, DEL Managers are appointed by, and report to, their Country Directors (CD). Although DEL Managers work particularly closely with program team staff, they are also a resource for all other in-country departments and participate in senior management teams. DEL Managers from all countries collaborate as members of a DEL team that is coordinated by a DEL specialist in the International Program Team (IPT) in Sydney. DEL Managers meet regularly as a team and at least twice a year face to face.

REPORTING STRUCTURE / RELATIONSHIPS

The DEL Manager reports to the Country Director.

The DEL Manager shall work 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 DEL Manager will also work closely with the Sydney based IPT and ChildFund Australia's Development Effectiveness Specialist. The DEL Manager will also work with DEL Managers in other ChildFund Australia countries.

RESPONSIBILITIES

The DEL Manager's main responsibilities are:

- to ensure that components of the DEF in-country are carried out to a high standard and in a timely manner. Fundamentally this entails building the capacity of program staff to understand, and apply, the DEF. Also, it will include:
 - ✓ organising, conducting and reporting on Outcome Indicator surveys every three years in each program area.
 - ✓ linking the results of these Outcome Indicator surveys with program development and planning.
 - ✓ leading the process of comparison between baseline Outcome Indicator surveys and follow up surveys carried out every three subsequent years, arriving at statements of impact.

- ✓ ensuring that project Outputs are identified appropriately in project proposals, monitored actively during project implementation and reported on through both program and financial reporting systems
- ✓ compiling at least four qualitative case studies of the human experience of change related to activities supported by ChildFund each year and leading/participating in organizational reflection sessions related to case studies
- in consultation with CD and other senior staff, to draw up and report on annual (or six monthly) work plans for the DEL Manager's position.
- to maintain in-country records of DEL activities to serve as benchmarks (e.g. for Outcome Indicator surveys) and for reference (aggregated Outputs data and Case Studies).
- to participate in regular DEL team meetings with peers from other countries, report on DEL activities in-country and contribute to ongoing, critical analysis of ChildFund practice at country and whole of agency level (including research activities).
- on request, to provide advice and support in the form of materials and/or training on development effectiveness to staff in other in-country departments (Finance, Fund Raising and Communications, Supporter Relations etc.).
- to participate in senior management meetings and contribute to all reviews and forward planning for the country program and to ChildFund Australia as an organisation.

In addition the DEL Manager will assist the Program Manager(s) ensure that:

- ChildFund Australia programs and projects are proposed, planned, implemented, monitored and evaluated in accordance with the DEF.
- all program staff have a sound working knowledge of the DEF and apply it in the course of their duties.
- all program staff have regular opportunities to discuss, analyses and reflect on their practice using evidence resulting from surveys, output collection, project evaluations and case studies.
- program staff have opportunities for further professional development through participation in additional DEL and/or research activities according to their interest and availability.
- opportunities are taken, or created, to feedback quantitative and qualitative evidence produced under the DEF to partners (including community members).

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 program 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, and 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

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 **E**

managing budgets, and office and information systems
 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

High level computing skills, including expertise in Excel, SPSS, EPI info or other software relevant to M&E and/or research. **E**
 High level oral and written language skills in the national language and English (a writing exercise will be conducted as part of any interview). **E**
 High level inter-personal skills, including the ability to work respectfully and readily with people from other socio-economic, cultural or ethnic backgrounds. **E**
 Team work, team building and team management skills of a high order. **E**
 Strong analytical and statistical skills, including the ability to develop systems that effectively implement, evaluate and track key the program managerial tasks. **E**
 Excellent conflict resolution skills, negotiation skills. **D**
 Well developed coaching and leadership skills, both on a formal and informal basis. **D**
 Sound time and people management skills, including performance management. **E**

Experience

At least 5 years experience at project/program level in an LNGO/INGO involved in community development activities or in private or official organization working in community development. **E**
 At least 3 years experience in a middle or senior level management position. **E**
 Strong knowledge of the political context for LNGOs/INGOs working in-country. **E**
 Strong knowledge of government legal and policy frameworks relating to one or more of the key sectors in which ChildFund is working in-country (education, health, water-sanitation, livelihoods and food security, child protection and/or HIV and AIDS). **E**
 Basic knowledge of key current approaches to evaluation and a working knowledge of at least two of them (e.g. randomized control, most significant change, appreciative inquiry, case study method, narrative etc.). **E**
 Demonstrable experience in adult education and/or training. **E**
 Demonstrable experience and/or interest in working with children and youth. **E**
 Effective communication with internal and external customers/partners. **E**
 Working effectively with and through others. **E**

Abilities/Qualities

A self-starter with a high degree of initiative. **E**
 Able to manage multiple priorities, to work to deadlines, being well-organised and systematic. **E**
 Ability to build strong working relationships, internal and external to the organisation. **E**
 Creative, forward thinker and excellent team player. **E**
 Ability to work independently but recognising the value of cross-checking with peers and trusted others. **E**
 Ability to evaluate critically both personal work and the work of the team **E**

Attitudes

Be able to travel internationally at least twice a year for periods of up to two weeks each time. E

Be able to travel domestically (field trips) for a total of up to three months each year. E

Commitment to the aims of ChildFund. E

Qualifications

Initial tertiary qualification in a relevant discipline E

Postgraduate qualifications in M&E and/or international development studies D