



**Project Systems and Monitoring
Evaluation, Accountability and
Learning (MEAL) Officer
Permanent Contract/Full-Time**



CBM Global

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CBM Global Disability Inclusion Vereniging - Dutch Chamber of
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100174

www.cbm-global.org

Recruitment Pack

CBM Global

Our Vision: an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Our Mission: fighting to end the cycle of poverty and disability.

Our Values:

- We champion **inclusion**
- We strive for **justice**
- We pursue **excellence**
- We embrace **partnership**
- We live with **integrity**

While the world has been making progress in tackling poverty, people with disabilities are being left behind. CBM Global works alongside people with disabilities in the world's poorest places to fight poverty and exclusion and transform lives. Driven by Christian values, we seek out and work with the most marginalised in society, irrespective of race, gender or religion, recognising the equal worth of every individual.

Drawing on over 100 years' experience and world-leading expertise in disability-inclusive community development and humanitarian action, inclusive eye health and community mental health, CBM Global works with partners to break the cycle of poverty and disability and build inclusive communities. Our programmes across Africa, Asia and Latin America are developed and delivered with local partner organisations to ensure long-term transformation and accountability in communities we serve. We're deeply committed to the principle of "nothing about us without us", and we therefore work closely with and support organisations of people with disabilities.

CBM Global is made up of CBM Australia, CBM Ireland, CBM Kenya, CBM New Zealand, CBM Switzerland, and CBM UK with programmes worldwide and Country Offices in Philippines, Bangladesh, Laos, Nepal, Indonesia, Kenya, Zimbabwe, Burkina Faso, Nigeria, Madagascar and Bolivia. CBM Global works in over 20 countries, maximising our impact through long-term, authentic partnership and a coordinated mix of inclusive community-based programmes, local to global advocacy and delivering inclusion advice to other organisations.

We draw on learning and evidence from our community work to inform our advocacy hand-in-hand with the Disability Movement at local, national and international levels, including with the UN, to achieve systemic change for people with disabilities. We advise governments, UN bodies and other organisations on how to ensure inclusion in their own organisations, policies and programmes to further amplify our impact.

The Role

Project Systems and Monitoring Evaluation, Accountability and Learning (MEAL) Officer

Permanent contract/Full-Time

Reports to:

The Project Systems and MEAL Officer will report to the *MEAL Manager*.

Job Overview and Core Purpose

As a key member of the CBM Global Secretariat programme team, the post holder will be required to collaborate and work closely with colleagues in the Secretariat and across the CBM Global Federation. Sometimes supporting colleagues and at other times taking more of a lead, the core purpose of the role is to strengthen and support:

- The quality and effectiveness of MEAL within the Federation
- Project data storage, analysis and use
- Project related procedures and processes
- The use of NGO online (CBM Global's project and fund management software)

The role will involve a mix of:

- Developing/improving procedures, processes and templates related to MEAL and the project cycle
- Training, capacity building and providing backstopping technical advice and support
- Quality assurance, follow up, and monitoring adherence to procedures
- Data management and analysis
- Administration and maintenance tasks related to NGO Online

Based: This role can be based in any CBM Global Office. Applications are therefore encouraged from those with the right to work in: Bangladesh, Bolivia, Burkina Faso, Indonesia, Kenya, Lao PDR, Madagascar, Nepal, Nigeria, Philippines, Zimbabwe, as well as Germany, Netherlands, Ireland and the UK.

Hours: Full-time. Permanent

Salary range: The salary offered will be competitive, dependent on skills and experience, as well as country of location. We offer a local contract.

Responsibilities and Duties

Impact Framework

Support the MEAL Manager to:

- Finalise and define CBM Global's organisational level standard indicators.
- Develop procedures and guidelines on the correct use of the impact framework.
- Train staff across the Federation on the correct use of the impact framework.

- Oversee and monitor the correct use of the impact framework

Project monitoring, evaluation, accountability and learning (MEAL)

- Provide ongoing backstopping support to project teams on:
 - All aspects related to the impact framework.
 - Project level data collection and storage, to ensure that data related to the impact framework is correctly gathered and stored in NGO Online
 - Issues related to project monitoring and evaluation
- Support the MEAL Manager to:
 - Draft standards, policies, procedures, guidelines and templates related to MEAL.
 - Build understanding of agreed policies, procedures and guidelines across the Federation
 - Oversee compliance to agreed policies and procedures

Federation data and reporting

- Support the MEAL Manager with:
 - Aggregating and analysing data across projects to support learning and for the production of Federation impact reports.
 - Drafting Federation impact reports

Project procedures processes

- Support the ongoing development, updating and improvement of Federation processes, procedures, tools and templates related to project and partner management.
- Build understanding of the processes, procedures, tools and templates across the Federation, with the aim of maximising their effective use and compliance.

NGO online (CBM Global's project and fund management software)

- As an NGO Online subject matter expert, provide technical support and training to NGO Online users, with a particular focus on project/programme aspects of the system
- Work with users to resolve system problems and issues.
- Develop, update and document NGO online procedures, process guides and user documentation.
- Monitor NGO Online usage and take appropriate action to:
 - Promote its correct and effective use.
 - Ensure information stored in the system is kept up to date
 - Ensure good 'housekeeping' and data cleaning
- Support the progressive roll out across the Federation of the full range of NGO Online features and functions
- Receive feedback from NGO Online users on 'bugs' and potential system improvements or adaptations
- Interface with the NGO Online software vendors for application bug resolution and application maintenance issues. Jointly oversee the ticket system with the vendor

Safeguarding responsibilities

Knowledge

Understands the incident management framework and their first responder role in recording, responding and reporting incidents.

Understands the survivor-centred approach and how to apply it when receiving a complaint or responding to an incident. Knows local support services available in the community or region, and how to engage them.

Skills

Able to listen and accurately document reported concerns and complaints. Able to respect the confidentiality of safeguarding allegations. Able to appropriately apply the survivor-centred approach.

Behaviours

Treats the survivor and others involved in an incident with dignity and respect. Be assertive in implementing the initial incident response protocols by gaining the trust and cooperation of parties involved.

Key outcomes expected from this role

- The CBM Global impact framework is effectively rolled out and properly used.
- Good quality project data is available centrally and is used to support learning and to measure organisational achievements and impact
- Good project cycle and MEAL procedures and processes are in place for the Federation, are well understood and are followed.
- Optimum benefit is achieved for all users from the functionality and features of NGO online and the system is consistently used to a high standard

Person Specification

All of the following requirements are **essential**, unless marked with a * when they are **desirable**.

CBM Global welcomes applicants from diverse backgrounds and people with lived experience of disability.

Experience and knowledge

- Minimum 3 years' experience in a similar or related role
- Strong experience in the collection, storage, management and analysis of large volumes of project related data.
- Experience working with project management / data management software packages
- Good understanding and experience of good MEAL practice
- Experience in all aspects of the project cycle, working with logframes and tracking project/programme performance
- Experience developing procedures, guidelines and tools
- Real world, hands on practical experience of measuring outcomes and impact in developing countries
- Experience in training and capacity building
- Experience working with NGO Online*
- Experience within a Federation structure*
- Lived experience of disability*

Skills/competencies/personal qualities

- Proactive and propositional. Able to identify and propose solutions and initiatives that will enhance the work of the Federation
- Ability to work under pressure with minimum supervision
- Flexible and adaptable. Adept at working on multiple things at once and at prioritising
- Highly organised with excellent attention to detail
- Clear and logical thinker
- Numerate, with strong understanding of data and data analysis
- Excellent relationship building skills
- Excellent written and verbal communication
- Fluent in English (written and verbal)

Qualifications

- Educated to degree level or above

Employee Benefits

- We offer flexibility and working from home arrangements.
- As part of our commitment with inclusion, CBM Global aims to encourage applications from people with disabilities and those with health conditions. We have a comprehensive equality and diversity policy.

Useful Information

Shortlisting and Interviews

CBM Global is an equal opportunities employer, committed to ensuring all applications are treated fairly.

All applications are subject to our shortlisting process; if you are shortlisted we will contact you and invite you to attend an online interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

Diversity Policy Statement

Everyone has the right to be treated with consideration and respect. CBM Global is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual. CBM Global aims to ensure that all staff, volunteers, donors, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Employment Checks

CBM Global is committed to the safety and best interest of all children and vulnerable adults accessing CBM Global supported services and programmes. Relevant background checks including working with children, police and reference checks will be completed prior to the preferred candidate's employment being confirmed.

All applicants must have the right to work in the relevant country. All offers of employment are made subject to the following criteria: Proof of eligibility and satisfactory employment screening, and three references satisfactory to CBM Global.

How to apply

More information about CBM Global Disability Inclusion can be found by visiting the CBM Global website: www.cbm-global.org

Closing date: Sunday, 19th of March 2023

Please:

1. Use this link: [Job Openings \(peoplehr.net\)](http://peoplehr.net) to apply
2. Prepare your CV in English please, as you will need to upload it into our ATS system.
3. Download and complete the Application Form in English please, as you will need to upload it into our ATS system.
4. No email applications will be considered. If you have any problems with the system, please redirect them to our email address recruitment@cbm-global.org with the following format: *Family Name First Name: **Project Systems and MEAL Officer, COUNTRY.***

We also welcome informal enquiries, which should also be sent to the above email address.