JOB DESCRIPTION

Position: Monitoring & Evaluation and Knowledge Management Coordinator

Location: ACORD Headquarters, Nairobi- Kenya

Responsible to: Head of Human Resources and Organisational Development

Organisational Context

The overall strategic plan for 2007-2010 places emphasis on the importance of institutionalizing knowledge. One of the most central goals in the next four (4) years is to become a learning organisation. The strategic plan puts emphasis on organisational learning and development.

For ACORD to effectively deliver on its African agenda and fulfil its Mission, the organisation needs to function well in terms of organisational systems and accountability.

The strategic review conducted in 2006 highlighted the fact that ACORD would benefit to have a comprehensive organisational monitoring & evaluation and knowledge management system to improve internal systems and results delivery and underpin accountability at various levels of work.

The role of Monitoring & Evaluation and Knowledge Management Coordinator was created in 2006 and its emphasis was placed on Programming related monitoring & evaluation in the first instance for reasons of efficiency. Following a review of the organization’s structure in 2009, it was agreed to review the function from a programming focused monitoring & evaluation to a broad based monitoring and evaluation system.

On the path of becoming a learning organisation, the human resources management function and the monitoring & evaluation and knowledge management function shall work together to support the achievement of broader institutional development goals. The role of Monitoring & Evaluation and Knowledge Management Coordinator will report to the Head of Human Resources and Organisational Development.

Job Summary and Overall Purpose

The Monitoring & Evaluation and Knowledge Management Coordinator, in close coordination with the Head of Human Resources and Organisational Development is responsible for coordinating the development and implementation of a comprehensive organisational monitoring & evaluation and
knowledge management system to enhance impact monitoring, quality control and evaluation in order to improve internal processes and results delivery and underpin accountability at various levels. Monitoring & evaluation guidelines and tools shall be in compliance with overall strategic directions and stakeholders requirements and they are designed to enhance access to timely and updated information enabling informed management decisions at the various levels and facilitate knowledge generation and cross-learning.

The Monitoring & Evaluation and Knowledge Management Coordinator is also responsible for putting in place mechanisms to take stock of current practices in all areas of work, provide guidelines in the promotion of learning methods and best practices across the organisation.

He shall coordinate the training of ACORD staff at the Secretariat and in Area Programmes in the use of monitoring tools and promote awareness of learning methods and best practices across the organisation.

Specific Responsibilities

I. Monitoring and Evaluation

1. Coordinate the development of a comprehensive overall monitoring and evaluation framework, toolkits including performance indicators and benchmarks for each aspect of the organisation’s life to ensure transparency and accountability in compliance with ACORD overall strategic directions;
2. Recommend and implement a systematic approach to integrate thematically defined results indicators in Area Programmes’ strategies and program formulation (input, output, outcome, impact);
3. Train ACORD staff (Secretariat and Area Programs) on the use of Monitoring and Evaluation tools;
4. Coordinate evaluations of Area Programmes’ and Thematic Strategies and their contribution to the achievement of overall results; the findings of the evaluation shall inform the development of new strategies:
   - In collaboration with the Head of Policy and Advocacy, coordinate the evaluation of policy and advocacy work and capture good practices emerging from the Pan-African Program;
   - In collaboration with the Programmes Operations and Development Manager, coordinate final evaluations of Area Programmes’ strategies and capture best practices from work emerging from Area programs levels;
5. Develop a comprehensive reporting framework with provisions for rigorous impact assessment;
6. Analyse bi-annual and annual reports and produce a synthetic and analytical progress report to guide management decision-making;
7. Put in place systems and mechanisms for collecting data to monitor the development of defined indicators under the comprehensive reporting framework;
8. Integrate periodic evaluations as an integral part of the Monitoring & Evaluation system;
9. Implement a standardised Management Information System accessible to staff at the Secretariat and in Area Programs;

II. Knowledge Management: Documentation and Sharing of Best Practices

1. Once a year, undertake an assessment to take stock and document lessons learnt in all areas of organisation’s life.
2. Document lessons learnt and good practices and share them with the broader organisation through ACORD Intranet;
3. Identify “centres of excellence” across the organisation and for each area of work, promote decentralised knowledge centres;
4. Promote cross-learning among Area Programs and between Area Programs and the Secretariat to consolidate the emergence of ACORD’s best practices on specific themes;
5. In collaboration with the Head of Policy and Advocacy, support thematic managers in the promotion of internal mechanisms enhancing knowledge generation and cross-learning on the four (4) themes;
6. Disseminate and promote the utilisation of key research and case studies both internally and to the external world;
7. Organise annual learning events to share best practices between Area Program and Secretariat staff once every two years;
8. Promote the replication of documented best practices among partner organisations in Africa and internationally.

III. Information Technology
1. Promote an efficient Management Information System enabling systematic and efficient data collection, sharing of best practices and lessons learnt;
2. Facilitate the inclusion of evaluation reports and documented best practices in the global ACORD intranet for internal reference;

IV. Performance Planning and Review
1. In coordination with the Head of Human Resources and Organisational Development, the Monitoring & Evaluation and Knowledge Management Coordinator will develop an annual operating plan in compliance with ACORD overall strategic directions and overall annual work plan;
2. At the end of the year, a review of achievement of set objectives shall be conducted through a performance review discussion with the Head of Human resources and Organisational Development.

Supervision and Collaboration
The Monitoring & Evaluation Coordinator will work under the direct supervision of the Head of Human Resources and Organisational Development.

He shall work in close collaboration with the following functions: Partnerships Development Manager, Head of Finance, Programmes Operations and Development Manager, Head of Policy and Advocacy.

EDUCATION/QUALIFICATION
Masters in Social Sciences/Development Studies

EXPERIENCE
• 5 years experience in M & E with an International Non-Governmental Organisation (INGO) in Africa at Management level;
• Strong experience in Strategic Planning especially in Funding Policy Formulation and Planning;
• 3 years of People Management experience
• Bilingual: English-French spoken and written is an essential requirement for the position
Technical expertise
• High level of conceptual, strategic thinking
• Communicating with impact with various stakeholders
• Excellent Communication (written and oral) and Public Relations skills
• Good organisational, research, negotiation and analytical capabilities
• Ability to identify, obtain and analyze information from a variety of sources

Required Competencies:
• Strong Leadership skills;
• Strategic Decision Making
• Adaptation skills: ability to work well in a multicultural environment
• Highly motivated, responsible, self-directed, resourceful and flexible
• Collaboration and Team work;
• Problem solving skills;
• Partnership and Negotiation skills
• Creativity and Innovation
• Able to manage work load and meet deadlines