

	JOB DESCRIPTION
	Title: Monitoring & Evaluation Officer
	Job holders:

<u>Purpose of the function</u> To manage the Beautiful Gate SA database and support the design and implementation the monitoring and evaluation, research and learning framework for Beautiful Gate SA's programmes.	
<u>Place in the organisation</u> Business Development Programme	<u>Salary</u>
<u>Reporting structure</u> 1 st level: Chief Operating Officer 2 nd level:	<u>Time commitment</u> 40 hours a week

Key performance areas & tasks

1. Database Management	
Manage Beautiful Gate SA's centralised database of stakeholders on Salesforce and Mailchimp	
#	Task
a	<ul style="list-style-type: none"> Maintain Beautiful Gate's centralised database of supporters, partners, staff & volunteers on Salesforce, and ensure that email addresses are correctly synced to Mailchimp
b	<ul style="list-style-type: none"> Support programme managers & data capturers to maintain an accurate database of all beneficiaries
c	<ul style="list-style-type: none"> Assist with merging of duplicates or removing redundant records
d	<ul style="list-style-type: none"> Set up and maintain lists of regular communication via bulk sms or email
e	<ul style="list-style-type: none"> Assign Salesforce licenses to correct users
f	<ul style="list-style-type: none"> Work with Chief Operating Officer to maintain usability and functionality of the system, which may include layout and reporting changes.
2. Monitoring & Evaluation System	
Work with the Chief Operating officer to ensure that there is an overall performance measurement framework in place for all Beautiful Gate SA programmes.	
#	Task
a	<ul style="list-style-type: none"> Support the refinement of relevant Theories of Change for Beautiful Gate SA programmes as required.
b	<ul style="list-style-type: none"> Work with the relevant programme teams to ensure an annual performance monitoring plan is in place
c	<ul style="list-style-type: none"> Support the design and development and/or refinement of monitoring tools, for both quantitative and qualitative data collection, using a consultative process with programme management and/or teams
d	<ul style="list-style-type: none"> Support the ongoing training and capacity building of programme staff in M&E

3. Performance Measurement & Learning	
Work with the Chief Operating Officer to quality assure Beautiful Gate SA's programmes to create a learning environment, and that programmes are achieving their desired results.	
#	Task
a	<ul style="list-style-type: none"> Ensure that programme staff are collecting monitoring data on a regular basis
b	<ul style="list-style-type: none"> Ensure quality of the data collection and conduct internal audits of both paper and electronic data
c	<ul style="list-style-type: none"> Review accuracy of data recorded in Salesforce, and support programme teams to make corrections
d	<ul style="list-style-type: none"> Support programme teams to conduct qualitative data collection, which may include surveys, focus groups, key informant interviews, case studies and story telling
e	<ul style="list-style-type: none"> Work with the Programme Managers to explore alternative evaluations tools (e.g. self-recording video, most significant change technique)
f	<ul style="list-style-type: none"> Analyse output and outcome results and report on findings to management as per agreed plans
g	<ul style="list-style-type: none"> Support the programme team to learn from their data, to celebrate successes, identify gaps and consider implications for future action.
h	<ul style="list-style-type: none"> As required, work with external evaluators of the programmes
4. Reporting and communication	
Work with the Chief Operating Officer to effectively communicate the results of Beautiful Gate SA's programmes to relevant stakeholders	
#	Task
a	<ul style="list-style-type: none"> Assist programme managers with data for their monthly reports
b	<ul style="list-style-type: none"> Produce quarterly reports on M&E findings and prepare presentations of data as required
c	<ul style="list-style-type: none"> Provide management information to Programme Managers as required
	<ul style="list-style-type: none"> Assist with the presentation of data and M&E findings for reporting to donors and other stakeholders
d	<ul style="list-style-type: none"> Support the programme teams with good stories
e	<ul style="list-style-type: none"> Work with the Programme Managers and the Marketing Coordinator to develop success stories, both written and video, that highlight programme successes with beneficiaries

Person specification

Qualifications:

- Degree in social development, education or health (or relevant field) required
- Post graduate qualification in Monitoring & Evaluation preferred

Experience:

- Professional experience in similar role
- Qualitative or quantitative research experience
- Salesforce or CRM experience (preferably at a Systems Administrator level)

Skills/Abilities

- Excellent analytical skills
- Excellent verbal and written communication skills in English
- Advanced computer literacy – especially on Excel and other Microsoft products
- Good time management skills

- Able to cope with change
- Able to work in a multi-cultural/lingual environment

Personal qualities

- Mature and committed Christian
- Well organised
- Able to work independently yet with a team player approach
- Good communicator
- Able to meet deadlines and manage multiple ongoing tasks and projects.