



ACTIONAID CAMBODIA (AAC) Job Description and Person Specification

Job Title:	Senior Programme Quality and Learning Officer		
Department	Country Director	Unit	Quality and Knowledge Management
Grade:	E	Contract Type	FDC
Location:	Phnom Penh with frequent travel to field		
Reports to:	Country Director		
Direct Reports:	Programme Quality and Learning Officer Programme Quality and Learning Assistant		
Job Role			
Role Overview:	The Senior Programme Quality and Learning (PQL) Officer is a lead person for Country Programme M&E and Learning for ActionAid Cambodia (AAC). S/he takes a leading role in AAC to ensure a functioning programme quality, M&E and learning system within the organisation and across programme/project areas. The position executes the M&E and learning role of the organization and assigned projects, mainly the Women-led Alternatives to Climate Change Project. S/he also provide oversight and advise on system design and coordinates the M&E and learning among relevant staff and key partners to ensure effective execution of the M&E and learning system.		
Accountabilities			
Key Accountabilities Areas of Responsibilities	Key Activities		
Strategy and Plan Development	<ul style="list-style-type: none">□ Support CD and SMT in facilitating/coordinating Country Strategic Plan (CSP) development, mid-term, and final review processes.□ Lead in the development of organisational M&E and learning system and tools.		
Strategy Implementation/Delivery	<ul style="list-style-type: none">□ Ensure the functioning of PQL performance within all projects and ActionAid Cambodia wide□ Provide advise and support in establishing PQL plan and/or M&E Framework for the programme/projects in line with the ALPS requirement, guideline and framework□ Ensure system in place for regular on-going progress trackings are made by all departments.□ Ensure activities and implementation process comply with SHEA and safeguarding policies AA Cambodia and at partner and beneficiary community level.□ Ensure monitoring reports and disseminate the findings with relevant stakeholders of the projects.□ Provide both oversin and be a task manager for external consultants on baseline study, mid-term evaluation, and final		

	<p>evaluation of the project, and assigned organisational research/study.</p> <ul style="list-style-type: none"> <input type="checkbox"/> In collaboration with PQL team and relevant staff, provide support in conducting baseline study, mid-term and end project evaluation as if they are required to complete internally. <input type="checkbox"/> Ensure Support is provided to programme and child sponsorship teams and partners on regular data collection, data consolidation and data analysis within assigned projects to ensure delivery of the project expected objectives. <input type="checkbox"/> Ensure effective systems and processes of monitoring, review, reflection and impact assessment <input type="checkbox"/> Oversee and ensure an accurate and up-to-date database in related fields and ensure that the data is captured in accordance with reporting and M&E requirements <input type="checkbox"/> Oversee the Develop, update and maintain an up-to-date project tracking system and database and ensure it on-going functionality <input type="checkbox"/> Ensure operational planning of Programme Quality is delivered in good collaboration with other departments. <input type="checkbox"/> Oversee the functionality of system and process for recording of data and preparation of reports following each program monitoring visit. <input type="checkbox"/> Work closely with project team leaders and members to ensure their understanding of project progress and impact to assist in project reflection and learning meetings.
Reporting	<ul style="list-style-type: none"> <input type="checkbox"/> Support with all department leads in annual country planning and reporting process to ActionAid International. <input type="checkbox"/> Advise and Develop M&E and progress tracking tools and provide input to donor reports to programme teams <input type="checkbox"/> Lead in the Production of Annual Country Report in collaboration with the Heads of Department and communication teams. <input type="checkbox"/> Work with communications team and programme team to support on sharing learning and in the development of stories for reports and AAC website and social media <input type="checkbox"/> Provide data support to the programme in producing high quality monthly, quarterly, semi-annual & annual reports to donor and relevant government agencies that highlight achievements, lessons-learned and impact stories as required. <input type="checkbox"/> In collaboration with the communications, programme, and CS teams, develop and implement plans to document best practice, lessons learned, success/impact stories and prepare documentation for public relation and visibility purpose <input type="checkbox"/> Review, consolidate and share program reports within and outside the organisation for shared learning. <input type="checkbox"/> Support in the compilation of reports of assigned projects and for government institutions.
Fundraising	<ul style="list-style-type: none"> <input type="checkbox"/> ensure up-to-date data and learnings available to fundraising or project development team and assisting Head of Fundraising and Head of Programme in developing project M&E frameworks and logframe, including developing qualitative and quantitative indicators for projects.

	<ul style="list-style-type: none"> <input type="checkbox"/> Support in developing M&E plans and related requirements as part of proposal or concept note development. <input type="checkbox"/> Provide support and Assistance to programme team in development programme/project M&E framework and plan upon the successful applications. <input type="checkbox"/> Support to programme team to upload and update M&E documents and information in CMS.
Capacity Development	<ul style="list-style-type: none"> <input type="checkbox"/> Lead capacity needs assessment process and facilitate in providing training of staff and partners on monitoring and evaluation tools and systems that effectively track progress and change <input type="checkbox"/> Support in designing and implementing a capacity development plan to partners on M&E requirements, including data collection, methodologies, tools etc. <input type="checkbox"/> Facilitate skillshare and learning sessions across organisations and partners in collaboration with HROD and programme teams.
Policy Advocacy/campaign	<ul style="list-style-type: none"> <input type="checkbox"/> Work with the Campaign Support team and other thematic teams in ensuring that campaign activities are well tracked.
System Development, Update	<ul style="list-style-type: none"> <input type="checkbox"/> Develop a systematic data collection system to capture qualitative and quantitative data for regular reporting on programme and project performances. <input type="checkbox"/> Support in developing data management systems and data compilation related to programme and projects efforts. <input type="checkbox"/> Support in developing data collection tools for the projects.
Organisational Representation	<ul style="list-style-type: none"> <input type="checkbox"/> Be a lead person for PQL for AAC in various platforms internally and externally and share feedback with the teams. <input type="checkbox"/> Promote the organisation's image in the community by attendance at meetings in related fields <input type="checkbox"/> Maintain network, relations with concerned government agencies, I/NGOs and other networks for cross-learning and building profile of the organisation
Annual budgeting and planning	<ul style="list-style-type: none"> <input type="checkbox"/> Provide technical support to partners and AAC's staff in developing M&E framework work and tools for annual P&B. <input type="checkbox"/> Ensure a regular functioning of comprehensive monitoring and annual PRRP in the organisation, and for the assigned projects, and ensure the utilisation of the monitoring data.
Knowledge management	<ul style="list-style-type: none"> <input type="checkbox"/> Provide direction in managing M&E database related to the programmes and projects <input type="checkbox"/> Review the updated qualitative and quantitative data, and stories changes related to the project <input type="checkbox"/> Lead in organising & facilitating organisational learning event <input type="checkbox"/> Maintain regular contact with partners to keep them aware of AAC's activities and to seek feedback from them for continuous improvement <input type="checkbox"/> Champion and track the use of programme-related knowledge ActionAid Cambodia and amongst its partners.
People management or Staff Management/staff supervision	<ul style="list-style-type: none"> <input type="checkbox"/> Provide overall supervision of Programme Quality and Learning Officer, Programme Quality and Learning Assistant and/or Programme Quality interns/volunteers.

	<ul style="list-style-type: none"> <input type="checkbox"/> Manage staff performance and provide regular feedback to staff, including interns and volunteers on their performance <input type="checkbox"/> Conduct and document staff annual performance reviews as per the AAC guidelines <input type="checkbox"/> Manage basic HR requirements following AAC HR policies and procedures <input type="checkbox"/> Identify training needs of relevant staff, including volunteers, and assist in creating individual development plans. <input type="checkbox"/> Ensure staff under supervision are well aware and comply with the SHEA and Safeguarding policies and AAC code of conduct. <input type="checkbox"/> Monitor and evaluate continued professional development to ensure it is responding to need. <input type="checkbox"/> Provide clear direction, guidance, one-to-one support, mentoring and coaching consistently and as required <input type="checkbox"/> Assist and support team to implement activities effectively <input type="checkbox"/> Monitor time and task management to ensure staff work/life balance and staff retention <input type="checkbox"/> Support accountability and communication across relevant departments <input type="checkbox"/> As a line manager, ensure AAC meets all of its Health and Safety obligations to staff and relevant stakeholders.
Other	<ul style="list-style-type: none"> <input type="checkbox"/> Provide programme information within AAC or other stakeholders as requested <input type="checkbox"/> Aware and fully comply with the Code of Conduct of ActionAid and SHEA and Safeguarding policies, both on-duty and off-duty and other approved organisational policies and procedures. <input type="checkbox"/> Perform other tasks as required by the CD.
Typical People Management Responsibility	
Key Relationships to reach solutions	
<i>Internal (to ActionAid or team)</i>	<i>External</i>
CD	
Heads of Department/SMT	Related Stakeholders and NGOs
Communications team	Target CBOs
Programme Team	Third Parties and External Consultants
Fundraising and Child Sponsorship Team	
Partners	
AAI Programme Quality and Learning Team	
Person Specification	
Education & Certifications	<ul style="list-style-type: none"> <input type="checkbox"/> Bachelor's in social science in project management, data management, statistics, or related field. <input type="checkbox"/> Training in M&E, research, project planning and management, Human Rights Based Approach, participatory approaches and methodologies, ToT, governance, civic empowerment, accountability, gender, climate change adaptation, disaster risk deduction and
Essential Experience Knowledge and Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum five years of working experience M&E and learning experiences with INGO/NGO.

	<ul style="list-style-type: none"> <input type="checkbox"/> Highly proficient in data processing software including MS EXCEL, SPSS, and other research/survey online tools is a plus <input type="checkbox"/> Proven practical experience in designing M&E plans, data management and M&E tools from a women's rights and human rights perspective <input type="checkbox"/> Experiences and knowledge in participatory data collection methodology and tools <input type="checkbox"/> Experiences and knowledge in designing logical framework or proposal development <input type="checkbox"/> Demonstrate critical analysis on the root causes of poverty. <input type="checkbox"/> Understanding different reports requirement of various institutional donors is preferable <input type="checkbox"/> Good interpersonal skills including capacity to collaborate and coordinate between different teams to achieve objectives <input type="checkbox"/> Ability to work independently within the context of a larger multi-cultural team <input type="checkbox"/> Willingness to travel to provinces at some time <input type="checkbox"/> High level of English and of Khmer is required <input type="checkbox"/> Strong problem solving and organisational skills <input type="checkbox"/> Demonstrable team capacity building skills/ experience, and in convening and facilitating trainings and workshop
Desirable, Experience, Knowledge and Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Strong inter-personal and representation skills <input type="checkbox"/> Ability to facilitate change in the organisation <input type="checkbox"/> Excellent analytical, oral, and writing skills <input type="checkbox"/> Strong problem solving and organisational skills <input type="checkbox"/> Human Rights Based Approach and Community Organising <input type="checkbox"/> Project management (Assessment, Planning, Financial, Monitoring and Evaluation) <input type="checkbox"/> Be able to network effectively inside and outside of ActionAid Cambodia <input type="checkbox"/> Be creative and innovative <input type="checkbox"/> Risk management and conflict resolution <input type="checkbox"/> Zero tolerance to harassment, child abuse, and any form of suppression and discrimination
Personal Qualities	<ul style="list-style-type: none"> <input type="checkbox"/> Good leadership skills <input type="checkbox"/> Good interpersonal skills, and strong team spirit <input type="checkbox"/> Respect in feminist values <input type="checkbox"/> Solution focused, and meet deadlines with minimum supervision <input type="checkbox"/> Self-consciousness and courage <input type="checkbox"/> Mutual respect attitudes <input type="checkbox"/> Gender sensitive <input type="checkbox"/> HIV/AIDS and people with disability sensitive <input type="checkbox"/> Take side with the poor

This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organisational needs.

It is part of every staff member's responsibility to contribute to AAI's mission and comply to AAI's values, which are: *Mutual respect, Equity and justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility*

Prepared by:

Signature

Date:

Line manager

Reviewed by:

Signature

Date:

Head of HROD

Approved by:

Signature

Date:

Country Director

Accepted by:

Signature

Date:

Name of staff