



ACTIONAID CAMBODIA (AAC) Job Description and Person Specification

Job Title:	Programme Quality and Learning (PQL) Coordinator		
Department	Programme & Business Development	Unit	Quality and Knowledge Management
Grade:	D	Contract Type	Fixed Term
Location:	Phnom Penh with frequent travel to field		
Reports to:	Programme & Business Development Lead		
Direct Reports:	NA		
Job Role			
Role Overview:	Under the guidance of the Programme Lead, the Programme Quality and Learning (PQL) Coordinator plays a key role in ensuring the effective implementation of programme quality, monitoring & evaluation (M&E), and learning systems within ActionAid Cambodia and across programme/project areas. The position is responsible for executing M&E and learning functions for the organisation and designated projects,. Additionally, the PQL Coordinator provides guidance on system design, offers technical oversight, and coordinates M&E and learning efforts among relevant staff and key partners to ensure the system is implemented effectively.		
Key Accountabilities			
Areas of Responsibilities	Key Activities		
Strategy and Plan Development	<ul style="list-style-type: none">Support Programme & Business Development Lead and SMT in facilitating/coordinating Country Strategic Plan (CSP) development, mid-term, and final review processes.Support Programme & Business Development Lead in the development of organisational M&E and learning system and tools.		
Strategy Implementation/Delivery	<ul style="list-style-type: none">Support the effective implementation of programme quality, monitoring, evaluation, and learning (MEL) systems across all projects and within ActionAid Cambodia.Contribute to the development and implementation of PQL plans and/or M&E frameworks for programmes and projects, ensuring alignment with ALPS guidelines and organisational standards.Coordinate regular progress tracking across departments and ensure systems are in place for consistent monitoring and reflection.Ensure compliance with SHEA and safeguarding policies throughout all project activities, including implementation by partners and in community settings.Support the preparation and dissemination of monitoring reports and share findings with relevant stakeholders.Assist in managing external consultants for baseline studies, mid-term evaluations, final evaluations, and organisational research/studies.Collaborate with the Programme/Project team and relevant staff to internally conduct baseline studies, evaluations, and project reviews when required.		

	<ul style="list-style-type: none"> • Provide technical support to programme teams, child sponsorship staff, and partners in data collection, consolidation, and analysis to measure progress against project objectives. • Facilitate effective systems for monitoring, review, reflection, and impact assessment to support programme learning. • Maintain and update accurate project databases and tracking systems, ensuring alignment with M&E and reporting requirements. • Support the operational planning and coordination of programme quality work in collaboration with other departments. • Assist in ensuring systems for capturing data and preparing reports following programme monitoring visits are functioning effectively. • Work closely with project teams to strengthen understanding of project progress, outcomes, and impact, and contribute to learning and reflection processes.
Reporting	<ul style="list-style-type: none"> • Support departmental leads in the annual country planning and reporting processes required by ActionAid International. • Support programme teams on M&E approaches and contribute to the development of progress tracking tools; provide inputs for donor reporting. • Assist the Programme & Business Development Lead in the development of the Annual Country Report in collaboration with other unit heads and the Communications unit. • Work with the Communications and Programme teams to document learning and develop impact stories for reports, the AAC website, and social media platforms. • Provide data support to programme teams for the production of high-quality monthly, quarterly, semi-annual, and annual reports for donors and relevant government agencies, ensuring the inclusion of key achievements, lessons learned, and impact stories. • Collaborate with Communications, Programme, and Child Sponsorship teams to develop and implement plans for capturing best practices, success stories, and lessons learned for public relations and visibility purposes. • Review, consolidate, and share programme reports internally and externally to promote shared learning across teams and partners. • Assist in compiling project-specific reports and reports required by government institutions.
Business Development	<ul style="list-style-type: none"> • Ensure timely sharing of up-to-date data and learning with the business development and programme/project unit to support proposal design and development. • Coordinate with the Business Development unit and the Programme/project unit in designing project M&E frameworks and logframes, including the development of relevant qualitative and quantitative indicators. • Support the development of M&E plans and related components during the proposal and concept note development stages. • Support programme teams in uploading and maintaining updated M&E documents and data in the Contract Management System (CMS).

Capacity Development	<ul style="list-style-type: none"> • Facilitate the assessment of M&E capacity needs and training for staff and partners on monitoring and evaluation tools, systems, and approaches to effectively track progress and change. • Support the design and implementation of capacity development plans for partners, covering key M&E components such as data collection methods, analysis tools, and reporting frameworks. • Facilitate cross-organisational skill-sharing and learning sessions in collaboration with the P&C and programme teams to strengthen M&E knowledge and practices. • Work with the Communication and other thematic teams in ensuring that campaign activities are well tracked.
System Development, Update	<ul style="list-style-type: none"> • Develop a systematic data collection system to capture qualitative and quantitative data for regular reporting on programme and project performances. • Support in developing data management systems and data compilation related to programme and projects efforts. • Support in developing data collection tools for the projects.
Annual budgeting and planning	<ul style="list-style-type: none"> • Provide support to partners and AAC's staff in developing M&E framework work and tools for annual P&B. • 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"> • Provide guidance in managing M&E databases related to programmes and projects, ensuring data accuracy and accessibility. • Review and validate updated qualitative and quantitative data, including change stories, to support programme learning and reporting. • Maintain regular communication with partners to keep them informed about AAC's activities and gather feedback for programme enhancement. • Promote and monitor the use of programme-related knowledge within ActionAid Cambodia and among its partners to strengthen learning and impact.
Engagement in Organisational Processes	<ul style="list-style-type: none"> • Responsible for related programme/event and learning reports including but not limited to proceeding reports of Participatory Reflection and Learning Meeting, Participatory Review and Reflection Process (PRRP), etc. • Engage in AAC Local Rights Programme (LRP) evaluation process i.e., develop Terms of Reference (ToR), field visits and produce reports, mobilise consultant for evaluation and impact study • Engage in LRP appraisal process
Other	<ul style="list-style-type: none"> • Provide programme information within AAC or other stakeholders as requested • Consistently uphold and comply with ActionAid's Code of Conduct, including policies on Sexual Harassment, Exploitation, and Abuse (SHEA), Safeguarding, and Child Safeguarding, both during and outside of working hours, along with all other approved organizational policies and procedures.

	<ul style="list-style-type: none"> Any other tasks as requested by line manager.
Key Relationships to reach solutions	
Internal (to ActionAid or team)	External
SMT	Related Stakeholders and NGOs
Communications Unit	Target CBOs
Programme/ProjectTeam	Third Parties and External Consultants
Business Development and Child Sponsorship Team	Partners
Person Specification	
Education & Experience	<ul style="list-style-type: none"> Bachelors, preferably Master Degree in Social Science/Project Management/Data Management/Statistics or related field with atleast 5 years of relevant experience preferably in development sector Training in M&E, research and/or project planning and management. Understanding of Human Rights Based Approach, participatory approaches and methodologies will be an added advantage.
Essential Knowledge and Skills	<ul style="list-style-type: none"> Highly proficient in data processing software including MS EXCEL, SPSS, and other research/survey online tools is a plus Proven practical experience in designing M&E plans, data management and M&E tools from a women's rights and human rights perspective Experiences and knowledge in participatory data collection methodology and tools Experiences and knowledge in designing logical framework or proposal development Understanding different reports requirement of various institutional donors is preferable Good interpersonal skills, facilitation skill including capacity to collaborate and coordinate between different teams to achieve objectives Ability to work independently within the context of a larger multi-cultural team Willingness to travel to provinces at some time High level of English and of Khmer is required
Desirable, Experience, Knowledge and Skills	<ul style="list-style-type: none"> Strong inter-personal and representation skills Ability to facilitate change in the organisation Excellent analytical, oral, and writing skills Strong problem solving and organisational skills Human Rights Based Approach and Community Organising Project management (Assessment, Planning, Financial, Monitoring and Evaluation) Be able to network effectively inside and outside of ActionAid Cambodia Be creative and innovative Risk management and conflict resolution Zero tolerance to harassment, child abuse, and any form of suppression and discrimination
Personal Qualities	<ul style="list-style-type: none"> Demonstrates a strong understanding of and commitment to ActionAid's core values: Mutual respect; Equity and justice; Honesty and transparency; Solidarity with the poor and marginalized; Courage of conviction; Independence and humility Gender-sensitive and committed to promoting equality and inclusion in all aspects of work.

	<ul style="list-style-type: none"> • Effective team player with the ability to foster collaboration and build strong team dynamics. • Self-motivated and decisive, with a proactive attitude, high level of integrity, and strong ethical standards.
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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:

Line manager

Signature

Date:

Reviewed by:

People Finance & Operation Lead

Signature

Date:

Approved by:

Country Director

Signature

Date:

Accepted by:

Name of staff

Signature

Date: