



JOB DESCRIPTION

Job Title	Monitoring and Reporting Officer
Division	Human Rights and Social Development Division
Location	Suva, Fiji
Line/Hiring Manager	Team Leader, Monitoring, Evaluation, Learning, Knowledge Management and Communications (MELKMC)
Direct Reports	No direct report
Purpose of the role	<p>The incumbent is accountable to and works closely with the Team Leader of the MELKMC unit and team, to support overall monitoring and reporting across the HRSD division.</p> <p>The monitoring and reporting officer shall primarily be responsible for ensuring effective, efficient and timely management and implementation of the HRSD Division’s Results-Based Monitoring, Evaluation, and Learning, (RB MEL) Framework/System all geared towards the achievement of the divisional goal, and must be aligned with the SPC – Strategic Performance and Learning (SPL) requirements, guidance and policies, and that of the HRSD and SPC development partners. Specifically, the officer shall provide high-level and precise analysis in reporting of results against established matrices of various programs, projects and aligned with the HRSD and SPC strategy and results frameworks.</p>
Date	February 2024

Organizational Context and Organization Chart

The Pacific Community (SPC) is the principal scientific and technical organization in the Pacific region, supporting development since 1947. It is an international development organization owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, SPC works across more than 20 sectors and is known for our knowledge and innovations.

The Human Rights and Social Development (HRSD) Division leads the SPC’s work program in the areas of human rights, gender equality and social inclusion, youth for development and culture for development.

Under its Business Plan 2021-2025, HRSD vision is for just, equitable and resilient Pacific societies and it aims to achieve this by advancing human rights, gender equality and social inclusion for all Pacific people, grounded in cultural values and principles.

In line with its vision, the work of the Division encompasses the following objectives:

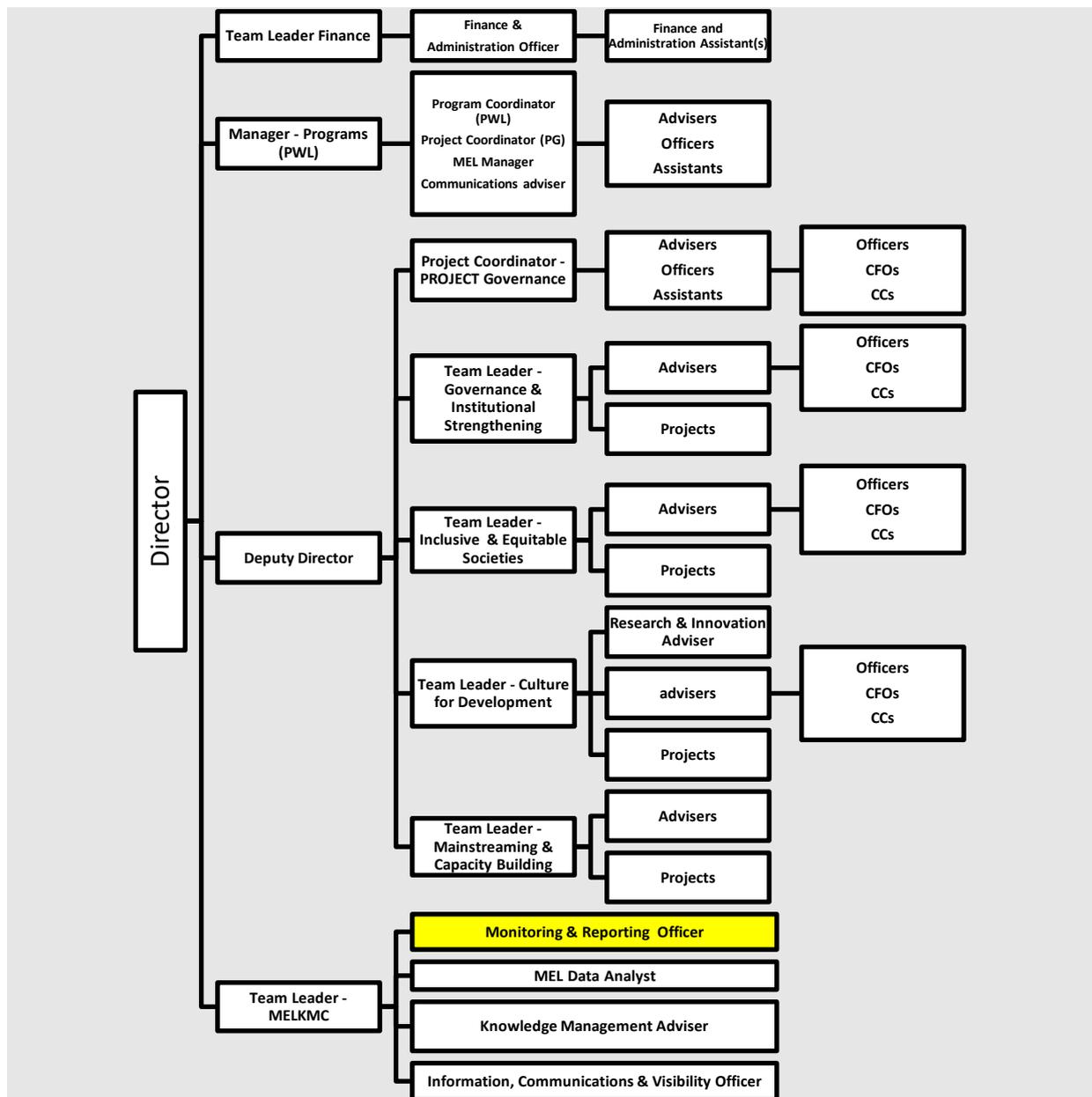
- Objective 1: Governance for human rights and social development: Strengthen inclusive, transparent, and active governance for human rights and social development.
- Objective 2: Gender equality and social inclusion: Mobilise, empower and build conditions for gender equality, equity and social inclusion in society and development.

- Objective 3: Culture: Promote, preserve and protect positive expressions of culture.
- Objective 4: Enhance knowledge, learning and innovative solutions to accelerate impact on human development priorities.

HRSD provides a comprehensive suite of policy and legislative advice, technical assistance, and capacity building, through a team comprising the Director, the Manager - Programmes, Team Leaders, Advisers, Officers and Project Coordinators, based in Suva, and Country Focal Officers (CFOs) and Country Coordinators (CCs) located across the Pacific. The HRSD team provides advice, technical assistance and capacity building to national ministries, state institutions, civil society, the private sector, and other national and regional stakeholders, as well to other SPC divisions and programs.

Following the matrix organizational structure, the monitoring and reporting (MR) Officer will be directly reporting to the Team Leader MELKMC as shown in Figure 1.

Figure 1. HRSD Organizational Structure



Key Result Areas (KRAs):

The position monitoring and reporting officer encompasses the following major functions or Key Results Areas (KRAs):

KRA#1: Divisional Monitoring and Reporting: Technical support to the development and management of the HRSD Division’s Results-Based Monitoring, Evaluation, and Learning, (RBMEL) Framework/System and corresponding tools, and across programs, projects (50%)

KRA#2: Program and project monitoring and reporting: Provide hands-on support in the monitoring and reporting of development results across programs and projects, and that of the divisional monitoring and reporting requirements for SPC and development partners (30%).

KRA#3: Capacity Building, Learning and reflection: Build capacity and skills of program and project staff and participating stakeholders through capacity building in Results-Based Management (RBM) and Reporting (20%)

The performance requirements of the Key Result Areas are broadly described below:

Jobholder is accountable for:	Jobholder is successful when:
<p>KRA#1: Divisional Monitoring and Reporting: Technical support to the development and management of the HRSD Division’s Results-Based Monitoring, Evaluation, and Learning, (RBMEL) Framework/System and corresponding tools, and across programs, projects (50%)</p> <ul style="list-style-type: none"> • Ensure due diligence, quality assurance and timely fulfilment of division’s monitoring and reporting obligations, including and across programs and projects of HRSD. • Contribute to the development, enhancement, and updating of the divisional RBMEL system and its corresponding tools aligned with the SPC-SPL guidelines and guidance, and policies • Provides technical and hands-on support, and/or lead in establishing program/project RBMEL framework and/or system for programs and projects aligned with HRSD RBMEL • Provision of regular updates and input in the monitoring of project activities, to assess overall project implementation with respect to program or project objectives, outputs, and indicators • Support the implementation of all monitoring and reporting of HRSD workplan, especially those requiring the establishment of baseline, conduct of reviews and evaluations, etc. • Ensure that data capture tools and matrices are updated and fit for purpose for generating data and information for reporting of outputs and outcomes. • Ensure that all monitoring data and information are strategically stored, and are accessible for use by the MELKMC team and entire HRSD staff 	<ul style="list-style-type: none"> • A functional divisional RBMEL system and its corresponding tools aligned with the SPC-SPL guidelines and guidance, and policies, established • Accessible, reliable but simple project management information system (PMIS) is established, maintained and is feeding data and information for reporting. • Programs/projects MEL frameworks or RBMEL systems are established and functional • All HRSD reporting obligations are fulfilled timely and accurately, and conforms or adheres to the requirements of SPC/SPL and donors
<p>KRA#2: Program and project monitoring and reporting: Provide hands-on support in the</p>	<ul style="list-style-type: none"> • High-level advisory and onsite support in planning, implementation and

<p>monitoring and reporting of development results across programs and projects, and that of the divisional monitoring and reporting requirements for SPC and development partners (30%).</p> <ul style="list-style-type: none"> • Provide experts advise and onsite support in planning, implementation and management of all monitoring and reporting activities across programs and projects • Establish links with MELKMC program/project team, relevant technical specialists, both within the HRSD, SPC and relevant Pacific institutions, and draw on these to provide technical advice and inputs. • In collaboration with the MEL staff, lead data analysis and reporting on progress against outputs, outcomes, and lessons learned. • Develop learning strategies to ensure that information and lessons are shared/advocated with senior management team and other HRSD staff, and used in enhancing program/project implementation. • Attend and support the delivery of HRSD learning events, working collaboratively across all programs and projects, and partners of HRSD. 	<p>management provided across the division and is fully aligned with the HRSD RBMEL system.</p> <ul style="list-style-type: none"> • Ensure quality assurance, due diligence and timely fulfilment of all monitoring and reporting obligations of the division. • Ensure links and sufficient connections to network of MEL practitioners/ community of practice promoting HRSD advocacies • Lessons learned are shared and promoted leading towards mainstreaming innovative approach for durable/sustainable development outcome and impacts.
<p>KRA#3: Capacity Building, Learning and reflection: Build capacity and skills of program and project staff and participating stakeholders through capacity building in Results-Based Management (RBM) and Reporting (20%)</p> <ul style="list-style-type: none"> • Train, mentor, coach program and project staff on knowledge management and communications techniques for achieving development impact • Provide experts advise in the development and implementation of various communications plan and campaigns • Share experience and lessons learned in the implementation of various MEL and reporting techniques and tools for effective and impactful reporting of development results. 	<ul style="list-style-type: none"> • Program and project staff of HRSD are informed of the RBMEL System and corresponding tools, templates, processes, approaches, and policies. • Various MEL frameworks or RBMEL systems are contributing to the achievement of the divisional goals • Capacity and skills on M&E and reporting are built or enhanced across the programs and projects in the division

Most Challenging Duties Typically Undertaken (Work Complexity):

- Coordinating effective delivery of services to multiple programs and projects across the HRSD and in different cultural environments
- While aligning with SPC corporate policies, maintaining effective communication and coordination across programs and projects of HRSD, and ensuring coherence in monitoring and reporting
- Managing on-demand requests from programs and projects outside of the agreed workplans
- Timely and effectively responding to different communications requirements and audiences within HRSD, SPC and development partners and project clients
- Ensuring that all activities and actions are grounded in Pacific values and principles, and people centered approaches that reinforce values of gender equality

Level of Delegation:

Overall Operational Budget managed by the role: nil

Budget Sign off Authority without requiring approval from direct supervisor: nil

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> • Development partners or donors • PICTs national ministries and social service providers • Other regional or international development agencies • NGOs, vendors, consultants, and community members 	<ul style="list-style-type: none"> • Technical advisory services • Reporting (activity/outcome and financial), various committees and working groups • Coordination and delivery of work Program
<p>Internal</p> <ul style="list-style-type: none"> • Division Director • Division Manager Programs • Division Team Leaders • Division team (reporting line) • Other SPC Technical Divisions and Programs • OMD, including SPL and other internal support 	<ul style="list-style-type: none"> • Seeks approval, informs, negotiates, communicates, moderate and facilitates • Reporting (activity/outcome and financial) Program delivery against outcomes • Integrated programming and supporting the People Centred Approach • Finance, MEL, results reporting

Person Specifications:

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • A degree in a relevant field such as development management, international development, project management 	<ul style="list-style-type: none"> • Master's in development management, project management

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • At least 5 years of relevant experience in development communications or similar role supporting development programs and projects • Proven experience in quantitative and qualitative methods of gathering evidence for tracking and evaluating development results • Excellent analytical and writing skills (can show sample of reports prepared indicating use of monitoring data and information for reporting development results) 	<ul style="list-style-type: none"> • Good working experience in development sector or development projects, preferably promoting human rights and/or social development, culture, gender studies, social sciences • Understanding of development cooperation management, results-based management, or a range of RBMEL or MEL techniques and approaches, for tracking development results benefiting communities and people of all diversities

<ul style="list-style-type: none"> • Good knowledge on RBMEL and Results-Based Management (RBM) • Ability to demystify complex and vague topics and issues, knowledge for various audiences, hierarchy of organizations and institutions, and people of all diversities • Demonstrated capacity to interact with various stakeholders and facilitate linkages between organisations. • Excellent interpersonal and representational skills with experience in building and maintaining effective working relationships with a range of different individuals and organisations. • Excellent written and oral communication skills in English, with strong writing ability at a project donor reporting level. • Understanding and knowledge of Pacific cultural values and international human rights principles and standards, preferred. 	<ul style="list-style-type: none"> • Program management skills, with experience in a development context. • Skills in applying a rights-based approach and perspective. • Background in VAW, GBV, gender equality and justice, disability rights consistent with human rights principles, is an advantage.
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Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Formulation, writing, designing of RBMEL systems for tracking development results • Experience in supporting human rights, gender and social inclusion, and youth development programs. • Applied knowledge of national, regional, and international human rights, gender and social inclusion, and youth development frameworks and development challenges, preferably in the Pacific. • Ability and consistency to meet deadlines with high accuracy
Advanced level	<ul style="list-style-type: none"> • Cultural, political, and religious sensitivities. • Integration of human rights and GESI across development sectors. • Critical analysis and innovative thinking. • Complex multisector coordination, planning and design. • Presentation, communication, reporting, writing and facilitation skills. • Networking and stakeholder engagement.
Working knowledge	<ul style="list-style-type: none"> • Experience in full Project management cycle in development sector. • Established RBMEL system or frameworks, strategies, and corresponding tools. • Technically savvy in using computer applications for storing data and information
Awareness	<ul style="list-style-type: none"> • SPC human rights and social development work in the region. • Resource mobilization.

Key Behaviors

*All employees are measured against the following **Key Behaviors** as part of Performance Development:*

- Building Individual Capacity
- Change and Innovation
- Interpersonal Skills
- Judgement
- Leadership
- Promotion of Equity and Equality
- Teamwork
- Supervision/management (for managers only)

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

Change to Job Description:

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of the work environment - including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.