



Pacific  
Community  
Communauté  
du Pacifique

## JOB DESCRIPTION

<b>Job Title</b>	<b>Monitoring, Evaluation and Learning (MEL) Manager</b>
<b>Division</b>	Human Rights and Social Development Division (HRSD)
<b>Location</b>	Suva, Fiji
<b>Line/Hiring Manager</b>	Manager – Programs (Pacific Women Lead)
<b>Direct Reports</b>	3 direct reports with additional matrix reporting
<b>Purpose of the role</b>	The MEL Manager will lead the implementation of the monitoring, evaluation and learning framework and approach for SPC's Pacific Women Lead (PWL) program, ensuring alignment with the MEL framework and approach for the HRSD Business Plan and work program 2021-2026, and providing management and technical assistance as required. The MEL Manager is a key role within the PWL programme team and works closely with the PWL Communications Adviser, collaborates with HRSD and broader SPC MEL staff, and supervises the PWL MEL Officer, Research Officer and Database Officer. The MEL Manager provides overall quality assurance on reporting, advice, and capacity building to the PWL team within HRSD and several Pacific partners to continually improve data collection, reporting and learning processes. The role will also have responsibilities in risk management for the program and division.
<b>Date</b>	March 2022

### 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 2021-2026, the vision of the Human Rights and Social Development Division (HRSD) is for just, equitable and resilient Pacific societies. HRSD aims to achieve this vision 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.

Pacific Women Lead (PWL) is a new AUD 170 million Pacific regional development program, funded by the Australian Government. Commencing in 2021 for an initial period of five years, components of PWL will be managed and delivered by HRSD under its Business Plan and work programme for 2021-2026.

PWL comprises the implementation and management of several projects by the PWL team and partners and the management of several partner grants.

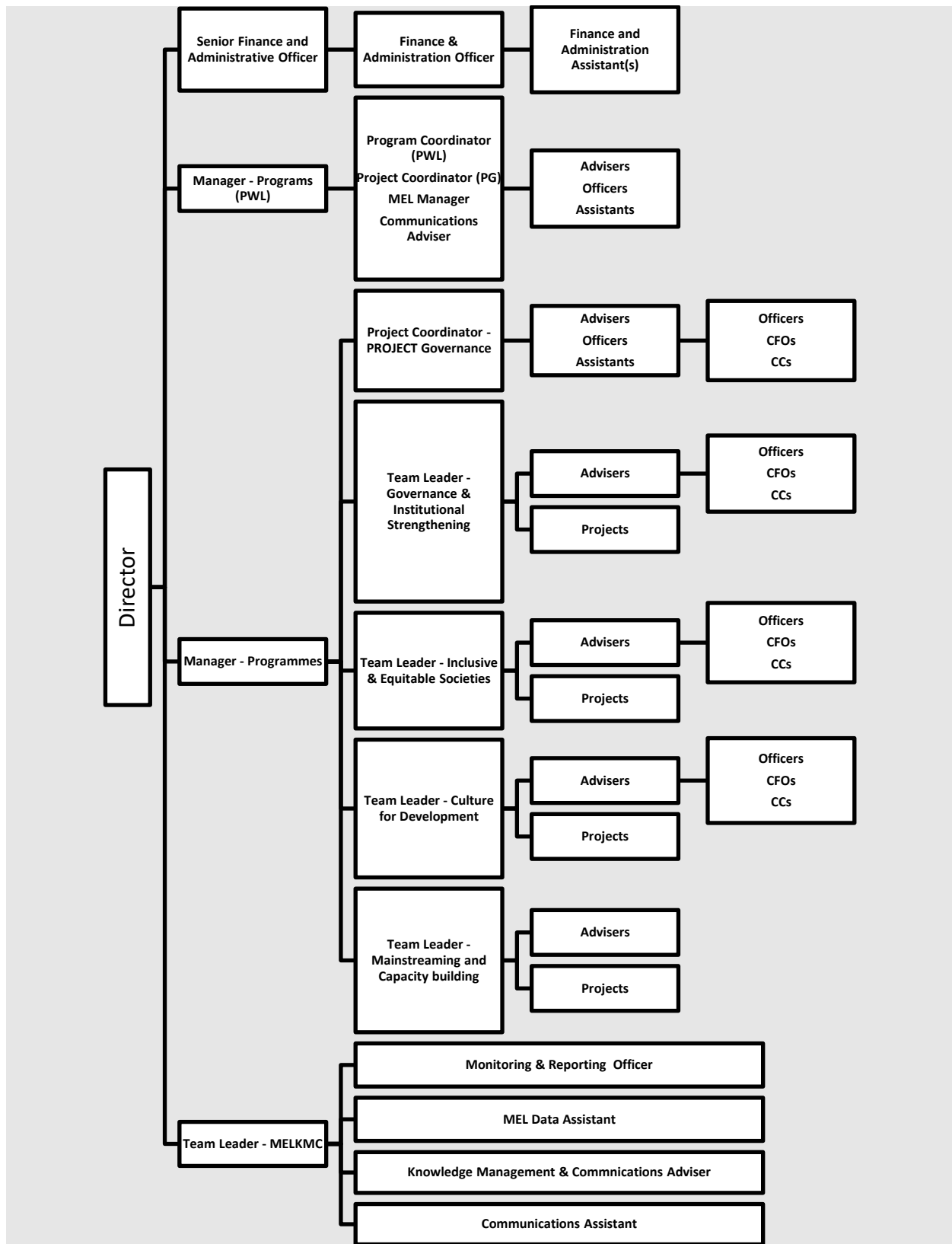
The PWL program goal is that Pacific women and girls, in all their diversity, are safe and equitably share in resources, opportunities and decision-making, with men and boys. The program is embedded in both a global and regional context for gender equality, including the global pandemic and its impacts in terms of deepening gender inequality in the Pacific. There are three end-of-program outcomes envisaged: (1) Women's leadership promoted; (2) Women's rights realised; and (3) Pacific regional partners increase the effectiveness of regional gender equality efforts.

A core principle of the program is that Pacific women will lead the program, define the problems, create solutions, and drive strategy through a Governance Board, with strong and diverse membership from across the region. The Governance Board oversees program monitoring and evaluation at a high level.

The program also recognises that success will depend on ensuring that all activities and actions are grounded in Pacific values and principles, and people centred approaches that reinforce values of gender equality with consideration of the diversity of women and girls.

Following the matrix organizational structure, the MEL Manager shall be directly reporting to the Manager – Programs (Pacific Women Lead) with matrix reporting to the Team Leader Monitoring, Evaluation, Learning, Knowledge Management and Communications (MELKMC).

Figure 1 HRSD Organizational Structure



## Key Result Areas (KRAs):

**KRA#1:** Lead the implementation (including data analysis and collection) of the MEL framework (MELF) across SPC's component of the Pacific Women Lead program (50%)

**KRA#2:** Build MEL capacity of PWL team and partners (15%)

**KRA#3:** Provide overall quality assurance of MEL activities and deliverables (15%)

**KRA#4:** MEL strategic planning, policy and programming advice (5%)

**KRA#5:** Leadership and management (10%)

**KRA#6:** Risk Management (5%)

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

Jobholder is accountable for:	Jobholder is successful when:
<p><b>KRA#1 Lead the implementation (including data analysis and data collection) of the MEL framework (MELF) across the PWL program.</b></p> <ul style="list-style-type: none"> <li>Oversees the strategic direction and management, including the design and implementation, of the MELF across HRSD's PWL program inclusive of the Pacific Girl project.</li> <li>Ensures alignment of the PWL MELF with the HRSD Business Plan and its corresponding MELF or Results-Based Monitoring, Evaluation, and Learning (RBME) Framework.</li> <li>Provides technical MEL inputs including data collection as required.</li> <li>Provides regular assessments and technical MEL support to PWL and Pacific Girl partners.</li> <li>Undertakes analysis of data collected under MELF, including to assess progress against outcomes and lessons learned and to develop PWL, HRSD and SPC reporting.</li> <li>Develops new initiatives to improve the effectiveness of PWL's MEL systems, including the application of a participatory, rights-based approach to internal and external MEL.</li> <li>Coordinates closely with the broader PWL MEL system that sits under an enabling services contractor outside SPC</li> </ul>	<ul style="list-style-type: none"> <li>Meeting all expectations and deliverables of the work plan.</li> <li>PWL partners and Pacific Girl are well supported and successfully implement their MELFs.</li> <li>PWL progress reporting is thorough and accurate and provides relevant information for stakeholders and HRSD reporting.</li> <li>Data from the PWL MELF is relevant to the broader/external PWL MELF, as well as the HRSD MELF and SPC SRF and supports the assessment of progress against the goal, objectives, and outcomes, as well as lessons learned under the HRSD MELF.</li> <li>MEL systems are continually improved.</li> </ul>
<p><b>KRA#2: Build MEL capacity of PWL team and PWL partners.</b></p> <ul style="list-style-type: none"> <li>Develops capacity of the PWL team and partners to implement MEL activities, incorporating Pacific MEL methodologies, including to utilise MEL tools to collect and analyse information.</li> <li>Leads the development and ongoing support of Pacific-centred shared learning strategies to ensure that information and lessons are exchanged in innovative ways among Pacific partners.</li> <li>Collaborates with the PWL Communications Advisor to meet the communication needs.</li> </ul>	<ul style="list-style-type: none"> <li>PWL staff and partners have effective tools and capacity for their MEL needs, including data collection and reporting.</li> <li>PWL partners have well researched and developed training programs that suits their MEL needs.</li> <li>Strong and effective relationships are established with PWL partners</li> <li>Represents PWL effectively at learning events</li> <li>Is responsive to remote mentoring and support needs.</li> </ul>

<ul style="list-style-type: none"> <li>• Attends and supports the delivery of PWL learning events, working closely with the Pacific Girl MEL Officer and Program partners.</li> <li>• Provides remote mentoring and support as required.</li> </ul>	
<p><b>KRA#3: Provide overall quality assurance of MEL activities and deliverables.</b></p> <ul style="list-style-type: none"> <li>• Provides overall quality assurance of MEL activities and deliverables across PWL program</li> <li>• Supports quality assurance of MEL activities and deliverables in relation to the HRSD work program and SPC results monitoring and reporting.</li> <li>• Provides quality assurance over the preparation of PWL donor reports and supports the division's contributions to SPC corporate reports and evaluations</li> <li>• Oversees all PWL reviews, evaluations and impact assessments to ensure consistently high-quality MEL deliverables.</li> </ul>	<ul style="list-style-type: none"> <li>• High quality MEL deliverables are achieved, and stakeholder feedback is positive.</li> </ul>
<p><b>KRA#4: MEL strategic planning, policy, and programming advice</b></p> <ul style="list-style-type: none"> <li>• Leads strategic advice with respect to planning, policies, and programming for PWL MEL.</li> <li>• Contributes to planning for PWL program-wide MEL (external to SPC).</li> <li>• Drives internal learning and use of PWL MEL findings and facilitates opportunities to increase learning across HRSD and with other SPC divisions and programs, including through active participation in SPC's MELnet community of practice.</li> </ul>	<ul style="list-style-type: none"> <li>▪ MEL work plans are strategic, realistic, meet project objectives, and are accurately budgeted.</li> </ul>
<p><b>KRA#5: Leadership and management</b></p> <ul style="list-style-type: none"> <li>• Supervises, manages, mentors, and supports direct reports to achieve work plan deliverables.</li> <li>• Identifies capacity needs for direct reports and design and deliver training and mentoring.</li> </ul>	<ul style="list-style-type: none"> <li>• Work plan deliverables for direct report are documented and understood by direct report(s).</li> <li>• Direct report(s) deliver on work plan in a timely and effective manner.</li> <li>• Training needs are identified for direct reports and delivered.</li> <li>• Evidence of increased capacity of direct reports to undertake their work.</li> </ul>
<p><b>KRA#6: Risk Management</b></p> <ul style="list-style-type: none"> <li>• Develops and maintains the SPC PWL Risk Register, working closely with the Manager Programs (PWL) and the Program Coordinator (PWL)</li> <li>• Supports the risk management process for HRSD, working closely with the HRSD MEL Officer and MELKMC Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>• The SPC PWL risk register is developed and active</li> <li>• HRSD component of the SPC Risk Register is updated regularly</li> </ul>

### Most Challenging Duties Typically Undertaken (Work Complexity):

- Coordinating effective delivery of multi-country program MEL in different cultural environments
- Maintaining effective communication and coordination across the Pacific Girl and PWL teams and program partners and HRSD in relation to MEL
- Ensuring that all activities and actions are grounded in Pacific values and principles, and people centred approaches that reinforce values of gender equality

### Level of Delegation:

Overall Operational Budget managed by the role: Up to approximately EUR 75,000 per annum  
Budget Sign off Authority without requiring approval from direct supervisor: EUR 50

### Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<b>External</b> Key external contacts are: <ul style="list-style-type: none"> <li>• PWL Enabling Services Contractor</li> <li>• PWL key funder, Australia's Department of Foreign Affairs and Trade (DFAT)</li> <li>• Pacific Women Lead Advisory Board</li> <li>• PICTs national ministries and social service providers</li> <li>• Other funding and strategic partners</li> <li>• Other regional or international development agencies</li> <li>• consultants</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting (activity/outcome and financial), various committees and working groups</li> <li>• Coordination and delivery of work Program, including technical assistance</li> <li>• Negotiating, influencing, and securing cooperation and collaboration</li> <li>• Representing SPC</li> </ul>
<b>Internal</b> <ul style="list-style-type: none"> <li>• Division Director</li> <li>• Division Programme Managers</li> <li>• Division Team Leaders and Coordinators</li> <li>• Division team (reporting line)</li> <li>• Other SPC Technical Divisions and Programs</li> <li>• SPC Operation Management and Directorate (OMD)</li> <li>• Strategy, Performance and Learning unit (SPL)</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting (activity/outcome and financial) Program delivery against outcomes</li> <li>• Integrated programming and supporting the People Centred Approach</li> <li>• Finance, MEL, results reporting</li> <li>• Supervision, mentoring and support, facilitation, conflict resolution.</li> </ul>

### Person Specifications:

#### Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• A tertiary degree or post graduate qualification in monitoring and evaluation, gender studies, development, social sciences, project/programme management or a related discipline.</li> </ul>	<ul style="list-style-type: none"> <li>• A master's degree in gender studies, development, social sciences, or a related discipline.</li> </ul>

## Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• At least seven years' experience in a similar role supporting MEL and/or related organisational systems for complex programs.</li> <li>• Experience undertaking MEL tasks for development programs, particularly in the area of gender, human rights and social development.</li> <li>• Understanding and experience in a range of MEL methodologies and approaches, including in MEL capacity development.</li> <li>• Knowledge of organisations (including civil society, government, and private sector) and individual leaders working in various areas of gender equality and issues affecting women across the Pacific.</li> <li>• Demonstrated capacity to interact with various stakeholders and facilitate linkages between organisations.</li> <li>• Experience in managing a small team.</li> <li>• Excellent interpersonal and representational skills with experience in building and maintaining effective working relationships with a range of different individuals and organisations.</li> <li>• Excellent written and oral communication skills in English, with strong writing ability at a project donor reporting level.</li> <li>• Understanding and knowledge of Pacific cultural values and international human rights principles and standards, and how they apply to MEL.</li> </ul>	<ul style="list-style-type: none"> <li>• Program management skills, with experience in a development context</li> <li>• Skills in applying a rights-based approach and perspective.</li> <li>• Background in work to address gender-based violence, gender equality and justice, disability rights consistent with human rights principles.</li> <li>• Ability to speak one or more Pacific Island languages.</li> </ul>

## Key Skills/Attributes/Job Specific Competencies

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

<b>Expert level</b>	<ul style="list-style-type: none"> <li>• Monitoring, evaluation and learning frameworks.</li> <li>• Proven experience delivering human rights, gender and social inclusion, and youth development programs and technical assistance.</li> <li>• Project management.</li> </ul>
<b>Advanced level</b>	<ul style="list-style-type: none"> <li>• Applied knowledge of national, regional, and international human rights, gender and social inclusion, and youth development frameworks and development challenges in the Pacific.</li> <li>• Cultural, political and religious sensitivities.</li> <li>• Integration of human rights and GESI across development sectors.</li> <li>• Critical analysis and innovative thinking.</li> </ul>
<b>Working knowledge</b>	<ul style="list-style-type: none"> <li>• Proposal writing.</li> </ul>

<b>Awareness</b>	<ul style="list-style-type: none"><li>• SPC human rights and social development work in the region.</li><li>• Resource mobilization.</li></ul>
------------------	--



### Key Behaviours

*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

### 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.*