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| --- | --- | --- | --- | --- | --- | --- |
| **Job Title:** | | *Quality and Knowledge Management Officer* (CSO-RISE – Civil Society Organisations in Research and Innovation for Sustainable Development) | | | | |
| **Directorate:** | | Programmes, Campaign and Innovation | | | Salary Level | SM 2 |
| **Reports directly to:** | | Project Manager with matrix relationship to the Manager, Quality and Knowledge Management | | |  |
| **Location:** | | Tamale | | | | |
| **Directly supervises:** | | None | | | | |
|  | | | | | | |
| **Job Purpose:**  **(State major reason for the position)** | The role is responsible for providing quality documentation of change and impact of the CSO-RISE project. The post holder is also responsible for monitoring and evaluating project activities in line with agreed indicators set in the log frame. The role will provide support for project implementation and capacity building of implementing partners. | | | | | |
| **Accountabilities** | | | | | | |
| **Key Responsibilities: (List the major responsibilities the job holder is expected to perform)** | **Key Activities** | | | | | |
| |  | | --- | | M & E Support | | * Monitor and coordinate all CSO-RISE M&E related activities in the implementing regions and districts; * Conduct performance monitoring of the project * Carry out joint periodic field monitoring visits to verify and input into project implementation; * Work with CSOs and communities in the implementing districts to ensure participation and monitoring of the project. * Carry out periodic compilation, synthesis and analysis of regional level data; * Undertake monitoring of field activities in line with indicators and tease out results and milestones * Prepare periodic reports on findings of field visits * Ensure adherence to project M&E requirements and plan * Facilitate learning and reflection sessions to enhance sharing of best practices * Provide support to project team on capacity assessment activities * Provide timely feedback on efficiency, effectiveness and outcomes of the implementation process to Project Manager and CLT | | | | | |
| **Data collection & Capacity Building of Stakeholders** | * Support to conduct baseline survey, mid-term and end-of-project evaluations * Support to disseminate project learning widely to national and international stakeholders. | | | | | |
| **Reporting and Documentation** | * Support to document project outputs, case studies, significant accomplishments and lessons learned to inform impact measurement * Disseminate M&E results and information to stakeholders at the community, district, regional and national level as well as partners and project beneficiaries * Participate in forums to share program-based information with stakeholders at the district, regional and national levels * Submit quarterly impact measurement reports to keep management informed on program activities and performance | | | | | |
| ***Fundraising responsibilities*** | * Support to develop concept notes and proposals to raise funds to implement related and innovative projects | | | | | |
| **Safeguarding/ Child Protection responsibilities** | * Be abreast with ActionAid’s safeguarding policies, including our child protection policy and ensure full compliance with its provisions. * Educate staff, co-applicants, beneficiaries and other stakeholders on the safeguarding policies and other regulatory frameworks of ActionAid Ghana. | | | | | |
| **Typical People Management Responsibility** | | | | | | |
| ***Approximate number of people managed in total*** | | | | *N/A* | | |
| ***Approximate number of people matrix managed: (projects/dotted line)*** | | | | N/A | | |
| ***Team Leader (Yes/No)*** | | | | *NO* | | |
| ***Grandfather- manager of Team Leaders (Yes/No)*** | | | | *Head of Programmes, Campaigns &Innovation* | | |
| **Relationships/Assets maintained** | | | | | | |
| ***Internal Relations (Describe level and nature of contacts with AAG)*** | | | | *Country Leadership Team, Senior Management Team, AAG Fundraising Team, Regional Programme Managers, Manager, Quality and Knowledge Management , All staff* | | |
| ***External Relations (Describe level and nature of contacts outside AAG)*** | | | | *MMDAs, CSOs, Partner Organizations* | | |
| ***Responsibility for Assets (Describe types of assets directly handled or supervised)*** | | | | Computer and accessories | | |
| **COMPETENCIES:** | | | | | | |
| **EDUCATIONAL QUALIFICATION (State minimum entry educational/professional qualification required by the position).** | * A minimum qualification of a bachelor’s degree in Development Studies/Statistics/ Agriculture/Economics + 3 years’ relevant work experience | | | | | |
| **TECHNICAL (State core job knowledge/skills required for successful execution of the job)** | * Knowledge of M&E principles  |  | | --- | | * Ability to develop M&E Framework and systems * Knowledge of Human Rights Based Approach to project implementation * Knowledge of gender issues and power dynamics * Skills in monitoring and evaluating advocacy and campaign initiatives. * Good facilitation skills and ability to design and deliver training programmes * Ability to undertake programme appraisals and evaluation * Skills in writing quality reports and case studies. * Knowledge of Micro-Soft Office applications and social media | | | | | | |
| **Competency Profile** | | | | | | |
| **Competency** | | | **What it looks like** | | | |
| **Tenacity:** | | | Ability to persist in overcoming obstacles to success. | | | |
| **Analytical Ability** | | | Highly incisive and rigorous in the interpretation and  understanding of data, policies and programmes. | | | |
| **Sensitivity:** | | | (i) being sensitive to other people’s feelings, needs, thoughts and values; (ii) ability to react appropriately to other people’s problems, feelings. | | | |
| **Judgment:** | | | Ability to make correct assessment of situations and make the right decisions. | | | |
| **Initiative:** | | | Ability to explore opportunities, accomplish tasks with minimum supervision. | | | |
| **Relationships:** | | | Ability to establish and maintain work-related relationships; tactful and effective in dealing with people. | | | |
| **Tact:** | | | Ability to handle conflict, confrontation and delicate interpersonal situations in such a manner as to solve the problem and sustain positive relationships. | | | |
| **Integrity** | | | Conducts business with a high degree of integrity and ethical behaviour | | | |
| **Reaction time** | | | Ability to think on one’s feet and react appropriately to situations. | | | |
| **Coping with pressure** | | | Ability to cope with work, time and people pressures. | | | |
| **Collaboration** | | | Involves staff, partners, and others in projects as appropriate. | | | |
| **Team player** | | | Ability to work effectively in a team, and complement efforts of others for high productivity | | | |
| **Quality of output** | | | Consistent high-quality work; virtually error proof and within defined targets | | | |