**JOB DESCRIPTION**

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| **JD Unique ID** | 78111 |
| **Job Title** | Monitoring, Evaluation, Accountability and Learning Officer  |
| **Company/Employer** | Self Help Africa |
| **Location** | Cross River State  |
| **Contract type** | Fixed term contract, full-time (Local Recruitment) |
| **Period** | 12 months |
| **Remuneration** | ₦6.5m to ₦8.5m annual gross |
| **Reports to** | Project Coordinator with a dotted lines to the MEAL Manager |
| **Organisation Overview** | **About Self Help Africa** Established in 1984, Self Help Africa is an international development organisation that works through agriculture and agri-enterprise development to address hunger, poverty, social inequality and the impacts of climate change. We believe that equitable economic development is key to lifting communities out of long-term poverty, empowering them to take control of their futures and improving their quality of life.  In early 2023 we launched a new five-year organisation strategy, which defines shared mission as the alleviation of hunger, poverty, social inequality and the impact of climate change through community-led, market-based and enterprise- focused approaches, so that people can have access to nutritious food, clean water, decent employment and incomes, while sustaining natural resources.Our wider organisation also includes social enterprise subsidiaries Partner Africa, which provides ethical auditing and consultancy services, and CUMO, Malawi’s largest micro-finance provider.Our three core values are:▪ Impact: We are accountable, ambitious and committed to systemic change.▪ Innovation: We are agile, creative and enterprising in an ever-changingWorld.▪ Community: We are inclusive, honest and have integrity in our relationships. |
| **Project Description** | SHA has been appointed by a group of researchers led by the University of Berkeley (UCB) to conduct a study financed by Give Well, on chlorination devices that can ensure year-round access to safe and treated potable water and enhance the health outcomes of rural populations in Cross River and Kano States.It will be a random control trial where different in line chlorination devices will be installed on piped water schemes among 20 communities in each state and compare with another 20 communities. So, the objective will be to determine user acceptability and uptake of chlorine and evaluate the effect of the intervention on water quality and water source in the 40 communities of intervention and compare to the other 40. By focusing on improving the quality of drinking water in these communities, the project will implement regular testing and treatment protocols to ensure safety and compliance with health standards.It aligns with SHA’s goal of ensuring safe water and access to reliable services for water and sanitation and the research will be conducted in parallel of other programmes of SHA looking at system strengthening and building capacities of local actors. One component is looking at establishing professional services for delivering a sustainable access to safe water. This includes sensitizing water users on the importance of paying for water services and encouraging them to move from a repair approach to a more proactive and preventive one. It also relies on building the capacities of local area mechanics (LAMs) and maintenance service providers. SHA is also working in close collaboration with WASH institutions to improve the monitoring of performance of water service providers and access to water. The project also emphasizes community involvement by strengthening the financial management skills of community members, ensuring transparent governance and long-term sustainability of water infrastructure. Through this integrated approach, the initiative aims to deliver lasting improvements in public health and water service reliability in underserved rural areas. |
| **Job Purpose** | The Monitoring, Evaluation, Accountability and Learning (MEAL) Officer will support the effective implementation of the research project by ensuring timely execution of activities, conducting monitoring and surveys, building capacity, engaging stakeholders, collaborating with the project team, and overseeing chlorine supply and refilling. The role includes contributing to financial planning and maintaining communication with stakeholders at the LGA level. The ideal candidate should understand the local context, have experience in WASH systems, and be familiar with the roles of Local Area Mechanics and service providers. Collaboration with LGA WASH units and the state RUWATSSA is essential. The position requires critical thinking, adaptability, and a commitment to learning. Reporting to the Project Coordinator and coordinating with the Head of Programmes, the MEAL Officer will also support data collection, analysis, and reporting to monitor and improve program performance. The role is vital for ensuring accountability and enhancing the impact, effectiveness, and efficiency of the organization’s interventions. |
| **Key Responsibilities** | **Tool Development and Implementation*** Develop survey tools and databases to implement the survey in line with the Universities guidance, in order to monitor chlorine acceptance, chlorine consumption and cost-effectiveness of the chlorine devices, impact on water quality and health
* Develop monitoring tools and dashboard to track borehole functionality,
* Develop tools to be informed of breakdowns of water points and responsiveness of technicians, using available reporting platforms.
* Assist in developing of checklist on tracking monitoring of quality of data collection, analysis and measuring performances in line with Goal standard/ carbonization of the water points.
* Routine training of state/LGA/LAMs/Service providers & community representatives on periodic reporting of water quality, functionality of water points and tracking performances of LAMs/Service providers.
* Ensure SHA complies with requirements of Carbon projects

**Data Management and Analysis*** Lead on the collection, entry, and analysis of data and being able to deliver analysis reports.
* Define relevant KPIs
* Conduct baseline / endline surveys and more generally measure progress against KPIs and impact of the project/research
* Help with tracking and monitoring activities related to Water quality and chlorination, performances of Local Area Mechanics (LAMs), Service providers and Water, Sanitation, and Hygiene Committees (WASHCOMs),
* Lead in performing quarterly data quality assurance to ensure accuracy and compliance with project requirements.
* Tracking of adherence to service contracts by community and LAMs

**Reporting and Documentation*** Aid in preparing reports and presentations based on monitoring and evaluation findings.
* Contribute to drafting field activity reports, monthly updates, and quarterly reports in line with M&E requirements.
* Lead in creating case studies and human-interest stories to highlight project impact.
* Support periodic reporting to the state WASH platform.

**Learning and Knowledge Sharing*** Attend WASHCOM meetings to collect feedback from the community.
* Communicate main results of surveys to communities
* Engage in sessions to capture insights and lessons learned from program implementation.
* Lead in documenting and sharing best practices and lessons learned within the organization.
* Help organize and facilitate state-level learning and sharing review meetings within the WASH sector.

**Transparency, Compliance and safeguarding*** Employ the highest standards of openness, transparency and accountability to ensure good financial management in line with SHA’s zero-tolerance approach to fraud, bribery and corruption.
* Demonstrate commitment to safeguarding, protection, gender mainstreaming and inclusion of vulnerable population including people with disabilities.
* Provide support to establish feedback, complaints and response mechanism across communities of implementation to ensure programmatic and operational decisions are informed by local perspectives and priorities and contribute to the protection of program participants at the LGA level.

**Accountability** In line with Self Help Africa’s commitments under the Core Humanitarian Standard (CHS), the job holder will: * actively promote meaningful community participation and consultation at all stages of the project cycle (planning, implementation, M&E).
* work with relevant colleagues to ensure that the Community Feedback and Response Mechanism (CFRM) is functional and accessible, that feedback and complaints are welcomed and addressed.
* work with relevant colleagues to ensure that information about CFRM, safeguarding and expected staff behaviour is disseminated among programme participants and communities.
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| **Key Relationships** | **Internal:** Programme, Monitoring, Evaluation & Learning, Finance & Admin, Procurement, HR & Admin, Security and Communications teams.**External**: LGA WASH Unit and other stakeholders. |
| **Knowledge, Experience and Other Requirements** | **Educational qualifications and requirements:** * Bachelor's degree in Statistics, public health or related field.
* At least 4 years year experience in M&E, research, data analysis, or related fields are advantageous but not always required.
* Experience or interest in WASH sector.
* ICT operation and proficiency in Data Analysis are advantageous.
* Familiarity with data collection tools and software such as mWater, Kobo, WASHIMs, Power BI, or other statistical packages is required.

**Skills:** * Basic knowledge of data analysis techniques.
* Ability to interpret and present data clearly and concisely.
* Proficiency in Microsoft Office, particularly Excel for data analysis.
* Understanding of qualitative and quantitative research methods.
* Volunteer work, academic projects, or any other relevant experience that demonstrates the ability to handle M&E tasks effectively.
* Understanding of water quality and treatment.
* Basic understanding of water facilities maintenance and service delivery model and rural water supply services.
* Basic understanding of project locations, Local Government Areas (LGAs) and communities.
* Understanding of Gold Standard and Carbon requirements for rural water supply sustainability will be appreciated but not required.
* Strong written and verbal communication skills.
* Ability to prepare reports, presentations, and documentation that effectively convey findings and insights.
* Strong organizational skills with a keen eye for detail, ensuring data accuracy and completeness.
* Ability to think critically and provide insights that contribute to the improvement of program outcomes.
* Ability to work effectively as part of a team, with a willingness to learn from others and contribute to shared goals.
* Understanding of and commitment to ethical standards in data collection**,** including privacy, confidentiality, and informed consent**.**

**Desirable** **•** Gender and intercultural sensitivity **•**  Positive outlook and team spirit **•**  Adaptable and responsive disposition relative to the demands of the task.**Language Requirements:** Excellent written and oral proficiency in English and relevant local language (Tiv, pidgin English etc) is required. |

**Application Procedure:**

Fill and send the attached Self Help Africa form and send your cover letter and CV in a single document (of not more than **6 pages**) to the link provided on the website.

Email title must be same as the position you are applying for and the location of the position

The deadline for this application is **1st July 2025.** You are advised to apply early, as applications will be treated on roll-in basis. Only shortlisted candidates will be contacted.

*All candidates offered a job with Self Help Africa will be expected to sign our* [*Safeguarding Policies*](https://selfhelpafrica.org/ie/wp-content/uploads/sites/4/2023/12/Self-Help-Africa-Child-and-Adult-Safeguarding-Policy-2023_Final_English.pdf) *and* [*Code of Conduct*](https://selfhelpafrica.org/ie/wp-content/uploads/sites/4/2023/12/Self-Help-Africa-Code-of-Conduct-2023_Final_English.pdf) *as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require Police/DBS/ [relevant police authority] vetting.*

**Self Help Africa strives to be an equal opportunities employer**