



VACANCY ANNOUNCEMENT

The *AgriFin Accelerate* program operates in 3 African countries (Kenya, Tanzania and Zambia) utilizing a market ecosystem approach, working with carefully selected partners to build sustainable models, where farm and crop management tools and financial services are "bundled" in affordable, unified platforms on mobile phone channels to promote mass uptake commercially. The program involves three interrelated components that seek to address low farmer productivity and capability, and improve institutional ability to deliver appropriate financial and information products and build ecosystems to drive scale. The program will work with farmers, banks, mobile network operators, MFIs, research institutes and other ecosystem players in well-defined partnerships to sustainably bundle services, leveraging the offer and outreach of all partners, while increasing the range of services, access points and value for farmers. The program works with partners to identify, prototype, test and scale successful mobile-enabled services for smallholders, with a key focus on expanding access to financial services, using a rapid iteration approach to product development and client-centric design techniques.

We are presently looking for a committed and dynamic individual to take up the position of a **PROGRAM OFFICER MONITORING EVALUATION RESEARCH AND LEARNING (MErL)**

GENERAL POSITION SUMMARY:

The Program Officer (PO) will support Monitoring Evaluation Research and Learning (MErL) activities across the scope and breadth of the AFA portfolio. The PO will support MErL activities with AFA technical engagement managers and partners, and activities including secondary data collection, communications, and occasionally field research. The PO will assist the MErL Director, M&E Manager and program engagement leads to ensure the timely, accurate and systematic collection of all required program information and data from partners to drive program monitoring, evaluation, learning, and reporting.

The PO will further support the process of knowledge management and dissemination across AFA engagements. This includes taking the lead on knowledge sharing; report writing, production and dissemination through traditional and social media channels; manage the internal and outsourced document production cycle (editing, visual consistency, graphic design, message consistency, etc); and coordinate knowledge promotion events such as brownbags, seminars, workshops, launches, hackathons, and annual learning events. The PO will work externally to promote AFA's learning agenda across key stakeholders and partners, the media, and other interested parties to build market awareness and engagement with partners. The PO will implement existing communications and social media strategies to achieve these internal and external learning objectives, and ensure appropriate feedback loops are in place to fully maximize partner engagement and learning.

ESSENTIAL JOB FUNCTIONS:

Learning Engagement and Program Support:

- Support the M&E Manager and Director of MErL in the design of data collection for monitoring, evaluation and communications across AFA program engagements
- Support and maintain profiles of partner engagements and ecosystem actors, posting information to the program website and other communications channels.
- Support the systematic use of data and information for program learning.



- Manage AFA’s social and web presence directly and via third-party vendors, supporting technical engagement and ongoing updates to the program website and social media feeds.
- Support logistics and data gathering for field work for monitoring and evaluation under the direction of the MErL Director and/or delegate.
- Support the design and implementation of trainings and workshops on M&E for program and project implementation
- Support the design and use of consolidated tracking using dashboards and pipelines of MErL learning engagements based on project plans, milestones, and roadmaps agreed to with engagement leads.
- Coordinate the effective implementation of the management information system (MIS), dashboards, and related M&E activities with partners.
- Support the development and maintenance of program summaries, reviews, progress reports, and status updates.
- Support the preparation of desk reviews, field reports, newsletters, success stories, and blogs for internal and external partners.
- Provide administrative and program support through the preparation and tracking of terms of reference and scopes of work, consultant engagements, event management, and other duties as required.

Knowledge Management and Documentation:

- Support AFA’s communications and social media strategy to effectively share and disseminate program learning across stakeholders and partners.
- Support engagement managers to share learning outcomes internally and externally
- Coordinate delivery of high quality, consistent and relevant content that is both engaging and stimulating for the program's online community.
- Support the promotion of external learning and communications around best practice and innovation.
- Coordinate external communications resources including graphic designers, technical editors, print production, event managers, and social media audience engagement and amplification.
- Undertake desktop publishing and design for internal program learning documents as needed and appropriate.
- Support the engagement team leads in the preparation of internal and external reports.
- Undertake ongoing maintenance of the electronic document and media archive, website and social media feeds.
- Support external partner information requests including from media, market stakeholders, and consultants
- Facilitate support to consultants and research firms in accessing program data and learnings
- Identify and document information needs of central project, management, advisory committees, donors and partners
- Lead compliance in program documentation and reporting based on donor and MC policies and procedures.

SUPPORT FUNCTIONS:

Technical Support for Learning and Engagement: Work with MErL and Agrifin Accelerate MErL Director to design and deliver trainings and technical orientations for internal staff and program partners on topics relevant to MErL, such as gender and youth programming, resilience programming, M&E systems including MC’s TolaData system.

Support for Monitoring, Evaluation and Learning related to Technology: Support the work of the MErL Director around implementation of the MErL agenda related to the delivery of capability-building services, including tools, methodologies and delivery channels viably reaching small holder farmers with impact.



Organizational Learning: As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve - we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

SUPERVISORY RESPONSIBILITY:

Direct supervision of: N/A

REPORTS DIRECTLY TO: Agrifin Accelerate Director for Strategy and Learning, MErL

WORKS DIRECTLY WITH: Strategy & Learning Lead and M&E Manager, Technical Managers, Communications Manager, and Finance staff.

QUALIFICATIONS:

- Bachelor Degree in Social Sciences or Development Studies, including Social Anthropology, Social Psychology, Behavioral Economics, Micro-finance, Business Administration, Communications and Marketing, ICT4D, Organizational Development, or Banking and Finance;
- Master's Degree in any of the above is an advantage;
- Demonstrated ability to manage data systems, M&E systems, websites and social media
- Demonstrated ability to carry out independent analysis and presentation of results to a wide variety of audiences
- Demonstrated understanding of digital financial services, microfinance, user experience or human centered design
- Strong written and oral communication skills in English, including report development, writing and editing
- Demonstrated ability to work constructively in teams
- Experience working in Kenya, Tanzania, and/or Zambia preferred
- Demonstrated competence used shared document platforms including GSuite, as well as Microsoft Applications (Word, Excel and PowerPoint). Ability to use flow-chart / decision-tree design software is an advantage.
- Demonstrated analytical and problem-solving skills, attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Excellent inter-personal skills;
- Highly pro-active and self-disciplined;
- Experience with monitoring and evaluation a plus;
- Willingness to travel.

SUCCESS FACTORS:

The ideal candidate will have a strong curiosity for understanding complex relationships across institutions and individuals. Emotional intelligence in dealing with people working in fast-paced, outcome driven setting is essential. S/he will be an excellent writer, communicator, multi-tasker, and able to work in ambiguous situations. S/he will be a tolerant and flexible individual able to work in difficult and stressful environments and follow procedures. S/he will be a team-player with a positive attitude toward problem solving and conflict resolution. The successful candidate will be focused on team-building; be an analytical and strategic thinker, have strong skills in project management, responds positively to constructive feedback, and maintains a sense of humor.



Interested candidates who meet the above required qualifications and experience should submit a cover letter, detailed curriculum vitae (CV) listing three professional referees (including a recent supervisor) to afa-hr@mercycorps.org on or before Friday 17th November 2017 by 5.00pm. The email subject line must clearly show the job title. Applications without the right subject heading will be automatically disqualified. Please do not attach any certificates.

(Applications will be reviewed on a rolling basis. We will only get in touch with shortlisted candidates)

NB: Mercy Corps does not charge any fee at any stage of the recruitment process
WE ENCOURAGE QUALIFIED CANDIDATES TO APPLY.

Only shortlisted candidates will be contacted.