



Role profile

Basic information	
Job title	Project Officer- Monitoring and Knowledge Management
Department	International
Location	Dhaka
Reports to (Job Title)	Programme Managerr
Matrix manager if applicable (Job Title)	Country Manager
Direct reports (Number or Not applicable)	Not applicable
Overall people management responsibility (Number or Not applicable)	Not Applicable
Matrix management responsibility (Number or Not applicable)	Not Applicable
Budgetary responsibility (Amount or Not applicable)	Not Appble
Child protection clearance required (If applicable, Standard/Enhanced)	Not required
Expected travel per annum	Up to 75 days
On call/unsocial hours	No

Role definition
<p>Role purpose</p> <p>The Project Officer- Monitoring and Knowledge Management will be responsible for overall development and monitoring of different programs of CA Bangladesh. S/he will be responsible for Christian Aid knowledge management plan following a defined knowledge management framework. S/he will closely work with programme team and partners in documenting program successes and processes to guide implementation of the interventions at scale. The post holder will also contribute towards the smooth administration of the programme including fund disbursement, effective communication, and capacity building for the partner</p>
<p>Role context</p> <p>The role works within the International Programmes role family positioned within Project Officer-Monitoring. The role is a key in providing the core team a structured knowledge management system and work with the programme team to ensure partnerships and programmes are managed effectively. The post holder will provide important critical inputs for development and implementation of strategic branding of CA work. The role will work within the country office and regular communication is required with the partner and regional office.</p>

Key outcomes

Monitoring and evaluation

- Support all M&E initiatives for assigned grant(s)/project(s) including monitoring data quality, tracking the progress of activities, and contributing to staff capacity building initiatives as necessary
- Support Program and Country Manager in creating a framework and procedures for the monitoring and evaluation of project activities.
- Support the team in defining and implementing the key project performance indicators (KPI) as well as monitoring them throughout the duration of the projects.
- Assist the management team in proposing strategies to increase data use and demand amongst Program staff.
- Draft tools and their revisions as well as data collection procedures under the supervision of the Program Manager (eg. logical framework, project performance tracking, indicators, data flow chart, M&E manuals)
- Support the Program Manager in reviewing the performance of existing management information systems to help identify potential modifications or resources.
- Keep abreast of developments in grant/program changes and progress in order to advise and recommend tools and strategies to increase program performances and results.
- Suggest ways to facilitate data collection and the flow of data within Program field teams.
- Perform and organize regular field visits to ensure the quality of data collected by Programs and to verify the accuracy of reported data.
- Support the Program Manager to ensure that donor, partner, and Senior Management data queries are addressed in an accurate and timely manner.
- Support and participate in program and project evaluations
- Assist Program Development/Grants Management in establishing log frames, M&E work plans, and targets during the drafting donor project proposals as well as throughout project implementation
- Review and analyse monthly reports with the Program Manager to identify the causes of potential bottlenecks in project implementation and to enhance quality of reporting.

Knowledge management and communication:

- Lead the development and implementation of Christian Aid Knowledge Management plans.
- The ongoing gathering of programme reports, qualitative information, success stories, case studies, lessons learnt and other relevant information, ensuring that they are appropriately, stored, shared and utilized.
- Facilitate capacity building of Christian Aid partner organisations staff in knowledge management and learning system. Organize and conduct orientation sessions on knowledge management.
- Regular update of the country page and maintain the Bangladesh shared page in SharePoint documentation library, send significant news on CA global page Majority World News.
- In Liaison with the Communication Staff in UK, write and compile content for different communication materials for the country team as well as partners.
- Maintain strong, collaborative and supportive communications with the entire team, partners and network members.
- Arrange and coordinate the monthly meetings of the organization

Other

- Any other reasonable duty as may be assigned that is consistent with the nature of the job and level of responsibility.
- These key tasks and responsibilities are subject to change. Any change will be made in consultation with the post holder.

Role requirements

Relationships

(Key relationships, frequency of contact, purpose of contact (liaison/influencing/negotiating etc.)

External	Working closely with partners focusing on monitoring and knowledge management. Coordination and collaboration with other in country development and humanitarian actors and relationship with the major donors, state and non state actors of Bangladesh.
Internal	Close liaison with various Christian Aid teams including the local country Programme, Finance Division, Internal Audit, Communications Division, Programme Funding Division and Programme Impact and Learning Team
Decision making <ul style="list-style-type: none"> The ability to make day to day decisions to establish a concrete knowledge management system and also assist in the administration and smooth running of the partnership and programmes. 	
Analytical skills <ul style="list-style-type: none"> Required to bring a strong strategic focus to M& E, knowledge Management Creative thinking, conceptualization skills and ability to transform ideas into reality/practice Ability to synthesize information/data from appropriate sources and analyses to prepare meaningful knowledge products. 	
Developing self and others <ul style="list-style-type: none"> Ability to take initiative, be self- motivated and build capacity of partner staff. Leadership skills and belief in team work Develop staff and partners understanding of monitoring evaluation and knowledge management and organize different thematic learning initiatives. 	

Person specification
Applied skills/knowledge and expertise <p>Essential</p> <ul style="list-style-type: none"> Ideal candidates should be educated to a minimum Master's degree in Administration, Information Management, Project Management, Engineering, Finance, Communications , Social Science or any related field. 1 to 3 years of Monitoring and Evaluation experience (essential) Capacity to produce high-quality briefs and reports in both Bangla and English. Skills Good level of proficiency in Windows Excel and quantitative analysis Ability to design M&E tools, surveys, surveillance systems, and evaluations Demonstrated ability to train and build capacity of others Strong interpersonal skills 2-4 years' experience in communications, research or public relations and knowledge management will be an added advantage Knowledge of development issues and current affairs in the region - social exclusion and poverty Experience of conceptualizing and designing communication strategies Experience in working with government non-government partners and ability to work in complex environments with multiple tasks, short deadlines and intense pressure to perform <p>Desirable</p> <ul style="list-style-type: none"> Experience in a non-governmental organization (desirable) Relevant experience in managing of institutional donor funded programs (EC/ DFID etc) Ability to maintain internal software. <p>General</p> <ul style="list-style-type: none"> Further details of specific tasks and duties will be agreed with the line manager as part of the

performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility.

- Abide by the Code of Conduct, policies and procedures within Christian Aid. This role profile is not prescriptive; it merely outlines the key behaviors the role-holder requires to be successful in the role; the key behaviors and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.
- Must be in sympathy with the aims of Christian Aid as it seeks to express the concerns of the Churches in relief and development, and strengthening poor communities.

IT competency required

Intermediate

Competency profile

LEVEL 2: You are expected to be able to:

Build partnerships

- Take on different work when necessary to achieve a team or organisational goal.
- Actively consult with others to ensure you understand their needs or goals.
- Listen to and take on board fresh perspectives and views, even if you initially disagree with them.
- Maintain relationships with individuals and networks, based on mutual understanding and respect.

Communicate effectively

- Make complex things simple for the benefit of others.
- Actively listen and question to check your understanding and draw out others when they are not expressing themselves clearly or seem to be holding back.
- Be sensitive to what others may be feeling, based on what they say, how they say it and their non-verbal behaviour, adapting your approach accordingly.
- Address difficult issues when they arise, being honest and open.

Steward resources

- Implement ways to reduce inefficiency in use of resources or pass the ideas on to someone who can make them happen.
- Estimate the resources needed to achieve your own work plans or objectives and deliver them in the most efficient and cost effective way.
- Set and communicate realistic timelines for achieving tasks, working out how best to adapt if priorities change or unforeseen circumstances arise.

Deliver results

- Prioritise, plan and monitor your work to meet your own and team deliverables to agreed standards.
- Acknowledge others' priorities whilst being prepared to say 'no' if there are genuine reasons why their needs cannot be met.
- Use logical processes and relevant tools and techniques to report on information or analyse options.
- Make timely and considered recommendations or decisions based on analysis of available data, information and evidence.

Realise potential

- Evaluate your own work and actively address gaps in knowledge and skills, without prompting.
- Recognise how you react to feedback and manage reactions positively, acting on specific feedback from others.
- Share your knowledge where it will help others to be more effective.
- Provide instruction, constructive feedback and guidance to others to help them learn.

Strive for improvement

- Constructively challenge existing practice.
- Seek better ways of doing things, taking into account the possible implications.
- Make positive suggestions on a way forward when faced with challenges, even if these fall outside the scope of your own work.
- Look inside and outside Christian Aid for new ideas and evaluate their potential for your own work.

DATE CREATED (dd/MM/yyyy)

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This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.

You will be expected to abide by the Code of Conduct, policies and procedures within Christian Aid which may be updated from time to time.

You must be in sympathy with the aims, beliefs and values of Christian Aid as it seeks to work on relief, development and advocacy for poverty eradication.