

Job Description



Job Title:	Impact & Accountability Officer		
Cluster:	Impact & Accountability		
Salary:	US\$36,061 per annum excluding benefits	Contract Type:	Permanent subject to successful completion of probation and funding
Location:	Remote, with preferences for CIVICUS Hubs (essential to those who already have the right to work from a hub or remotely)		
Reports to:	Impact & Accountability Lead		
Direct Reports:	None		
Job Role			
Role Overview:	<ul style="list-style-type: none"> The Impact & Accountability (I&A) Officer works with the Impact & Accountability Cluster Lead and team to continue to drive CIVICUS’s ability for strategic impact measurement, especially in relation to the CIVICUS strategic plan, and setting up our systems and capacity to understand and measure our progress and contribution to systemic change. <p>Key areas of responsibilities include:</p> <ul style="list-style-type: none"> Support the delivery of the Integrated Results Framework. Ongoing iteration and maintenance of the organisations in-house MEL (monitoring, evaluation and learning) system especially integration of new MEL requirements as required by new projects Support teams and projects (through accompaniment, coordination, and facilitation) to improve project level evidence and learning, outcomes documentation, analysis and communicating a collective impact story to our external audiences. Contribute to internal and external reporting as required 		
Areas of Responsibility	Key Activities		
Impact and accountability approach (20%)	<ul style="list-style-type: none"> Contribute to the iteration and implementation of CIVICUS’ Integrated Results Framework (IRF) and embedding a culture of accountability and organisational learning (as per I&A vision) Draft and refine supporting tools for the organisation to improve its ability to document outcomes – in alignment to the IRF Assist in developing and refining common reporting tools and templates for use across the organisation Identify opportunities to integrate accountability principles in other organisational processes (e.g., events with environmental reporting, HR with diversity & inclusions, feedback, and complaints for the whole organisation etc.) 		

Job Description



	<ul style="list-style-type: none"> • Support the I&A Lead on strategy related processes such as the strategy development, mid-term reviews, end term reviews and Theory of Change amendments
<p>Monitoring, Evaluation and Learning systems (30%)</p>	<ul style="list-style-type: none"> • Maintain oversight and be first point of contact for key MEL systems and processes including CIVICUS Online MEL System on Smartsheet, MEL Narrative Form, and other key systems that support the implementation of the Integrated Results Framework • Work with teams to keep MEL system data sets up to date proactively find ways to increase usability at team and organisational level • Assist in configuring and implementing MEL systems for cross-organisational initiatives • Drive the implementation and ongoing development and staff training of CIVICUS online MEL system
<p>Monitoring, Evaluation and Learning support to projects, clusters and the alliance (30%)</p>	<ul style="list-style-type: none"> • Provide MEL accompaniment to project teams, based on the I&A workplan and MEL needs of clusters and programmes • Provide input and advise on MEL plans and frameworks, hold feedback and learning discussions, contribute to project reports as required • Work with teams to build their MEL capacity to support the implementation of CIVICUS overall Integrated Results Framework • Capture cross-cutting MEL learnings from clusters and channel into IRF processes (Annual Report, SG Updates etc.) • Represent CIVICUS' in external M&E working groups and peer learning activities • Work with the Innovation and Quality Management (IQM) team to ensure that tools and methodologies capture the impact of learning initiatives
<p>Internal and External Reporting (20%)</p>	<ul style="list-style-type: none"> • Collaborating with the Data Specialist, the I&A Officer will be required to provide input and support the following reporting processes: <ul style="list-style-type: none"> ○ Annual reports. ○ Secretary General (SG) updates. ○ International Aid Transparency Initiative (IATI) ○ Project reports as may be required. ○ CIVICUS annual impact story. • Where applicable, communicate and disseminate these reports to facilitate organisational learning (prepare presentation of results for staff meetings, hold discussions on recommendations etc.)
<p>Other</p>	<ul style="list-style-type: none"> • The role holder will from time to time be required to carry out any other duties that are within the scope of the job as may be determined by the I&A lead. • The role holder shall demonstrate CIVICUS values and principles in all their professional relationships and any interactions that may reflect on CIVICUS.

Job Description



Education, Language & Qualifications	<ul style="list-style-type: none"> • A bachelor's degree or Diploma in Monitoring, Evaluation, Accountability and Learning, Statistics, International Development or equivalent • Excellent verbal and written communication skills in English
Essential Knowledge, skills and Experience	<ul style="list-style-type: none"> • Minimum 3-5 years' professional experience in monitoring, evaluation and learning (MEL) concepts and approaches, at least 2 years in a relevant functional area/similar role • Experience with Developmental Evaluation methods is advantageous • Excellent IT skills, including experience with MS Office • Commitment to CIVICUS' vision, mission, values and ways of working • Familiar with civil society, development and human rights issues; understanding the challenges faced by marginalised citizens and organisations - especially those in the Global South - particularly around data availability, literacy, connectivity, quality etc. • Familiar with online M&E tools and general technology savviness • Strong analytical and methodological skills to support both qualitative and quantitative research. • Demonstrated track record of evaluation and report writing at various levels (donor reporting, project reporting, internal management reporting etc.) • Excellent organisational skills and the ability to meet deadlines • Excellent writing skills and ability to be concise and clear - providing actionable analysis and recommendations • Ability to communicate and meaningfully engage with diverse stakeholders, including those not too familiar with M&E • High degree of self-awareness and the ability to work effectively with multiple teams, across various time zones, many of which are virtual • Proactive and creative in identifying opportunities for innovative improvements in CIVICUS' current M&E related systems and processes • Excellent verbal and writing written skills in English - and with the ability to be concise and clear
Desirable Knowledge, skills and Experience	<ul style="list-style-type: none"> • Fluency in other UN languages is advantageous • Experience working with Smartsheet • Experience working with historically excluded communities such as rural groups, indigenous peoples, women, youth, and LGBTQI+