JOB ADVERT

Job Title : Programme Quality, Accountability and Improvement Coordinator
Reporting to: Country Director
Location: Mogadishu, Somalia
ATS Link: https://humanappeal.peoplehr.net/Pages/JobBoard/Opening.aspx?v=f3e85186-ac1c-41ee-8ca7-65d972e9dac9
Closing date: 2enJanuary 2026

About Human Appeal

Here at Human Appeal, we have an exciting opportunity for the **Programme Quality, Accountability and Improvement Coordinator** position. Human Appeal is a faith-based charity that aims to abolish poverty by providing humanitarian aid, sustainable development programs and championing advocacy for our beneficiaries worldwide. Human Appeal has seven International Field Offices across the globe.

Main Job Purpose

Together with support from the MEAL manager, Country Director, Programme Manager/s and Thematic Specialists based in the country office, the Programme Quality, Accountability and Improvement Coordinator will play a key role in establishing and mainstreaming the global MEAL framework across the country office programmes. He/she will implement MEAL systems, focusing on building the capacity of relevant programme staff as well as promoting and fostering a culture of shared learning and accountability and promoting innovation within the country Programme. This includes supporting the development and integration of the Core Humanitarian Standard (CHS) accountability, learning and programme quality standards in programme assessments, design, monitoring, review and evaluation as well as consistent documentation of learning and progress in this area.

Note: This role is for Somali Nationals only.

Key Result Indicator

- Well-functioning global M&E framework
- A timely and effective response to complaints and identified risks
- Implementation of HA policies and other related legislation and policies
- The Nine Commitments of CHS reflected in projects and across processes and systems

Accountabilities

Programme Design and Implementation

- Implement the global M&E framework, provide technical support and check the quality of projects through a CHS lens.
- Harness, adapt and roll out tools and technological innovation for collecting and analysing data to improve the country programme. This is through the use of digital platforms such as Kobo and ODK.
- Participate in developing an M&E plan, M&E work plan and indicator tracking matrix in-line with the project's thematic standards and practice and CHS.
- Generate programme monitoring, reporting and information management plans assessing compliance to the Nine Commitments of CHS.
- Lead in development, review and utilisation of data collection, monitoring and reporting tools.
- Support fellow team members in capturing and documenting best practices and success stories for learning, reference and dissemination.
- Work with the field and project teams to ensure that project indicators are tracked through regular field visits.
- Review all reports to ensure that data provided is reliable and accurate and that target indicators are met and explanations provided where indicators are not met.
- Ensure beneficiary counting and disaggregation is aligned to the beneficiary calculation guidelines and MEAL manual which reflect the CHS standard.
- Implement and manage HA's beneficiary complaints and response mechanism in line with the guidelines and policy.
- Ensure a evidence based lesson learn in place.
- Ensure implementing CHs standard across HA Somalia operation.
- Design survey and need assessment with the team in proposal designing.
- Take part actively with the program team for Project designing.
- Make sure HA accountable frameworks are flowed in HAS projects and Program.
- Undertake periodical review of HA projects and program to ensure programmatic and donor compliance in place.

Capacity Building

- Provide technical input in defining and developing and/or reviewing the M&E standards in the country office and ensure alignment to CHS.
- Build capacity of project staff in relevant M&E topics, including data collection, data analysis, data dissemination and use for programme improvement.
- Build the capacity of the project staff and support them to effectively introduce and maintain effective project M&E systems and processes.

- Engage fully with the programme team at design stage in the development of proposals, budgets and concept notes.

Programme Monitoring, Reporting and Evaluation

- Develop and manage a database system for monitoring and evaluation and generate reports to inform and guide programmes.
- Ensure accurate and timely collection of programme data from the field and disseminate to key internal stakeholders through reports.
- Synthesise and summarise trends in programme monitoring data including those generated from evaluations across programming pillars that can be used to inform programming.
- Participate in writing monthly, quarterly and annual reports.
- Support evidence-based learning across the country office projects through maintaining an up-to-date record of planned and ongoing operations/action research, facilitating learning and reflections and ensuring documentation and dissemination.
- Ensure that reports from field partners/consultants are complete and meet the stipulated quality requirements by donors and stakeholders.
- Share project lesson with external stakeholders e.g. clusters, country networking platforms.
- Support global M&E to facilitate the Monitoring and Evaluation Committee on a quarterly basis.
- Represent MEAL on the MEC Committee.

Core Humanitarian Standard

- Act as the CHS champion at the country office level to implement country-level actions in the M&E CHS action plan

NB: Employee duties are not limited only to the above-mentioned Accountabilities; he/she may perform other duties as assigned.

<u>Job Requirements</u>

Education:

- University degree in Business Administration, Economics, Statistics and other related disciplines. A Master's degree is preferable Relevant Master's degree preferred.

Experience:

- Minimum of four years' experience in monitoring and evaluation activities for donor-funded initiatives
- Three years in a leading M&E role

Computer Skills:

- MS Office Suite
- Knowledge of using SPSS, MIS, KOBO and other analytical tools

Languages:

- Fluent English is essential, and fluency in an additional language reflecting Human Appeal's global presence (i.e. Arabic, Somali, French) is desirable

HOW TO APPLY:

We are looking to appoint this role ASAP and will be reviewing applications on a rolling basis, so for the best chance of success please click the link, and apply today to become our **Programme Quality, Accountability and Improvement Coordinator**. We would love to hear from you.

Please note that we will only be contacting the Shortlisted candidates.

Female candidates are highly encouraged to apply