Terms of reference: Monitoring and Evaluation Specialist

The M&E/MIS Specialist will assume full responsibility for overseeing monitoring and evaluation at CSERP and information management and information technology of the project. He/she will report directly to the Project Executive Director of CSERP and also execute other tasks within the CSERP, as identified by the Executive Director.

Responsibilities of the Monitoring and Evaluation Specialist

Monitoring and Evaluation

1) Implement the project monitoring and evaluation strategy and recommend changes based on lessons learned;

2) Establish guidelines on project monitoring and evaluation for different project components;

3) Identify information requirements of components concerning planning, monitoring and evaluation;

4) Review the performance indicators and reports produced by different stakeholders and suggest necessary changes;

5) Review information flows and micro-project cycle, advise, and implement procedures to best monitor and evaluate microproject preparation and implementation;

6) Monitor and report on the performance of the overall CSERP;

7) Develop project implementation and performance indicators in conjunction with management and agree on reporting requirements;

8) Assist the Project Coordinator in preparing periodic reports on the activities, schedule, and financial status of all project components in a standard reporting format as required by the government, the World Bank, and other funding agencies;

9) Set up operational arrangements for collecting, analyzing, and reporting project data, and for investing in capacity building, to sustain the Monitoring and Evaluation function;

10) Propose ways in which Monitoring and Evaluation findings will be fed back into decision-making;

11) Coordinate with the Project Coordinator and all staff of the project on meeting their monitoring and evaluation requirements;

12) Coordinate with communities, service providers, and local governments to insure a long-term approach to participatory monitoring and evaluation process;

13) Assist in improving communication and information sharing between different stakeholders.

14) Work closely with the RCUs in order to insure that the results of monitoring and evaluation in the field are efficient and effective and provide support to the monitoring and evaluation function at the RCU level particularly to the heads of component 1 and 3;

15) Work very closely with RCU staff responsible for monitoring and evaluation in order to insure a coordinated M&E effort and provide them with guidance, advice and training.

16) Assess training needs relevant to monitoring, evaluation and management information systems and provide training and training of trainers to stakeholders;

17) Assist in the preparation and analysis of impact evaluations, beneficiary assessments, studies, and promotion/outreach campaigns;

18) Coordinate and assist in all institutional strengthening and capacity building activities in monitoring and evaluation for local government, communities, CSERP staff, and other stakeholders;

19) Assess the impact of technical assistance and training programs;

20) Prepare TORs for special studies when necessary (e.g. Impact monitoring and evaluation studies);

21) Prepare quarterly and annual reports, and assist in the preparation of the annual work plans;

22) Insure that all the data required is being collected by relevant CSERP departments, analyze such data, and draft progress reports; and

23) Undertake field visits to a sample of micro-projects on a periodic basis to ensure compliance with operational procedures and assess progress.

Management Information System

1) Oversee and assist in the development, implementation of and training for the management information system (MIS) database for the project;

2) Responsible for the maintenance and management of project information systems;

3) Prepare specifications on hardware network design and hardware procurement;

4) [in case the functions are separated] Work closely with the Monitoring and Evaluation Specialist to insure that planning, monitoring and evaluation are an integral part of the MIS and that the MIS is responding to project needs;

5) Work with CSERP staff to ensure consistency and compatibility of information formats, to assist collection and dissemination of data within and outside the project;

6) Support RCUs in their information technology needs;

7) Insure reliable MIS data communication between the PCU and RCUs.

8) Provide and coordinate training for the PCU staff on a regular basis;

9) Provide and coordinate information technology support for CSERP and assist in the selection of firms for supply and maintenance contract;

10) Insure constant internet access and internet linkages;

11) Assist in drawing up work specifications, suppliers contracts as needed to maintain the projects' computing efficiency;

12) Prepare periodic workplans, as per the request of the Project Coordinator, for key aspects of the management and use of the MIS and of information technology assets within the project, including data administration responsibilities, responsibilities of the MIS unit, and security of equipment and data;

13) Assume primary responsibility for the development (or adaptation), testing, integration, user satisfaction, and cost effective and responsiveness of the MIS operation;

14) Continuously evaluate the MIS and consult with project staff and other project stakeholders to assure that it meets their needs;

15) Help the organization's staff with timely accurate data analysis, storage and dissemination of information;

16) Assist the CSERP in preparing tender documents for the supply and installation of the required hardware, operating system and database management software;

17) Maintain expertise in relevant technology in order to support applications and projects effectively;

18) Coordinate with local vendors in resolving hardware problems;

19) Investigate and evaluate new hardware and software products and technologies;

20) Develop MIS reports as required by the CSERP Project Coordinator;

21) Prepare and deliver training modules in specific information technology areas;

22) Provide hardware and software support to users and keep an inventory of all hardware and software for both the PCU and the RCUs;

23) Periodically review the MIS and recommend changes or additions when necessary;

24) Conduct information audit/checks, in order to determine the accuracy of the data in the MIS; and

25) Assist the accounting/finance specialist in operating and maintaining the computerized financial management system.

Necessary qualifications:

- Master Degree in Human Resources, Social Science, Statistics, Economics, Public Policy, in a field related to the terms of reference;
- Minimum 5 years of relevant professional experience in project management, project monitoring and evaluation or relevant connected fields
- Experience in working with international organizations and a good knowledge of NGOs and other local development agencies, poverty alleviation problematics and practical experience with grassroots organizations, populations.
- Familiarity with contractual financing procedures
- Good communication and social skills;
- Computer skills (Word, Excel, Access) and MIS systems
- Fluency in Croatian and working knowledge of English.

Working conditions:

The Monitoring and Evaluation Specialist will be stationed in the PCU office in Zagreb, but should be ready to travel to various project sites and project antennas throughout the country, hold numerous meetings and work under pressure.