

JOB VACANCY

BASE	Aleppo
POSITION	MEAL Officer

Required conditions:

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- Only CVs in English will be considered;
- Only emails with subject “**MEAL Officer - Aleppo**” will be considered;
- responsible of redirect your CV under the proper position.
- Excellent time management skills and ability to multi-task and prioritize work;
- Attention to details and strong problem-solving skills;
- Knowledge of Human Rights standards, NGO code of conduct and structure (previous NGO experience is an advantage).
- Proficiency in MS Office, especially in Microsoft Word and Microsoft Excel;
- Fluency in English (excellent), Arabic and Kurdish preferred;
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Qualifications & Preferred Skills:

Basic Monitoring and Evaluation(M&E)

- Develop/revise project MEAL plans (includes indicator and performance tracking table-IPTT, data collection tools, accountability plan, project Quality Benchmarks) in collaboration with program teams.
- Update and share Output Tracker on monthly basis
- Implementation of the MEAL plan - updating the project IPTT, beneficiary databases & other relevant databases)
- Orient/ train project staff and partners in MEAL and other MEAL requirements
- Provide technical guidance and lead capacity building of the project staff, partners and stakeholders on implementation of MEAL within the project
- Participate/coordinate the design of quantitative and qualitative participatory project evaluations (baseline, annual and final evaluations), assessments, reviews and other special studies

Monitoring

- Develop/review project data collection tools to ensure that tools provide the required information on program indicators
- Lead field monitoring developing and using program/project quality benchmarks checklists
- Lead Quality Benchmark monitoring and ensure actions plans agreed on after QB monitoring are implemented in a timely manner. Provide feedback on monthly action plan tracker to program teams.
- Take the lead on project Output and Outcome monitoring, and ensure that information reporting and sharing systems fulfill the needs of UPP, Implemented Partner, relevant agencies, donors and other stakeholders and are in line with MEAL standards and integrating Rights Monitoring and Evaluation principles. Maintain an updated humanitarian programs project Indicator Performance Tracker (IPT).
- Conduct routine data audit to verify sources of data
- Maintain Monthly Action Plan Tracker and follow up on action points agreed in monitoring reports.
- Disseminate share MEAL outcomes/ reports, with status on program Performance, issues emerging from Quality monitoring, issues emerging from accountability systems and lessons learnt for discussion at field.
- Facilitate documentation of program results, impact, best practices and significant changes. Document learnings and best practices; disseminate learnings, reports, and publications and participate in learning sessions, and ensure that the lessons learned are utilized to inform programming and advocacy.

Complaints Receipt and Response Mechanism(CRM):

- Strengthen project information sharing information with beneficiaries- various materials and briefs. Facilitate humanitarian programs to develop information sharing materials/briefs, posters and brochures, and disseminate project information materials to relevant stakeholders, partners and beneficiaries.
- Conduct accountability assessment to identify any gaps and develop relevant mechanisms and tools.
- Lead in establishing and administering a mechanism that allows beneficiaries in the health facility to securely and confidentially leave feedback and complaints
- Conduct routine quick surveys with beneficiaries and encourage them to leave feedback when they desire to do so
- Conduct beneficiary satisfaction surveys and FGDs with beneficiaries
- Where necessary, communicate resolutions from complaints back to the complainant.
- Train field staff to carry out regular community feedback consultations, receive complaints and feedback and provide response when possible.
- Build awareness and commitment to CRM, sensitize field staff on beneficiary accountability and participation
- Liaise with relevant program departments to facilitate the resolution of complaints.
- Maintain effective records and a filing system for all complaints
- Compile data and submit accurate reports to the relevant programme departments on a weekly basis
- Deliver trainings and sensitize office and field staff on confidentiality and data protection
- Capacity to prepare all the necessary M&E forms and formats to collect necessary data and information from the field;
- Design the required databases for the data entry and keep track of the filing documents;
- Develop the appropriate and suitable monitoring and reporting tools for the program;
- Conduct regular field visits and provide full feedbacks to the field staff on the M&E System;
- Provide inputs in the development of the overall monitoring and reporting system of the program as per programmed log-frame;
- Receive on time reports from the field and forward the reports in the designed format to UPP Office;
- Assist in the design of a comprehensive reporting system across the program;
- Perform other duties as it may be required and assigned by the higher authority.

Partnership

- The MEAL officer will be responsible for developing/sharing of MEAL tools with IMs and providing training for MEAL implementation to project partners.
- In collaboration with MEAL Manager, provide routine periodic partner monitoring visits, and provide regular guidance and support to ensure the partner's effective implementation of MEAL according to UPP standards and donor requirements

Planning and Reporting:

- Provide day-to-day direct support to the project team in preparation and reviewing of annual and quarterly project plans and project reports, ensuring that project reports meet UPP reporting standards.

SKILLS AND BEHAVIORS

Accountability:

- Holds with MEAL manager, for making decisions, managing resources efficiently, achieving and role modeling UPP values.

- Holds the team and partners accountable to deliver on their responsibilities – giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Collaboration:

- Builds and maintains effective relationships with their team, colleagues, Members and external partners and supporters.
- Values diversity sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to.

Academic background, experience and person specifications:

- Minimum of a bachelor's degree.
- Minimum of three years of working experience in monitoring and evaluation working experience (preferably in Health/protection/Livelihood-related programs with an International NGO).
- Knowledge and use of various survey methods for monitoring different programs.
- Additional training and experience in biostatistics or monitoring and evaluation and MIS of an added advantage.
- Strong analytical skills and strategic planning abilities.
- Ability to establish and maintain conducive collegial relations and perform effectively as a member of a team.
- Willingness to travel and work in different areas.
- Excellent documentation skills are a must. Microsoft Office especially Word, spreadsheet (Excel), Access applications).

Availability and willingness to work extra hours during times of humanitarian responses

How to apply

Thank to send your application with a resume, cover letter, to:

vacancy.syria@unponteper.it

Deadline for submitting applications: 30 July 2026