

MONITORING, EVALUATION AND LEARNING (MEL) ASSISTANT

Location: Qamishli, Syria

Position Status: Full-time

Salary Level: (Refer to the relevant salary scale)

Risk Level: ☒ Level 3 ☐ Level 2 ☐ Level 1

(Level 3: Frequent contact with participants, direct contact with children, access to sensitive data, and/or high level of accountability.

Level 2: Some contact with participants; unplanned non-direct contact with children.

Level 1: Likely to have no contact with participants or sensitive data)

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

Program / Department Summary

The Mercy Corps Monitoring, Evaluation, accountability and Learning Department is responsible for cross-cutting programmatic information management, monitoring and evaluation, ensuring that information collected is reflected upon, used to improve ongoing programs, and is incorporated into consistently high quality reports and proposal development in NWS hub. The Mercy Corps Monitoring, Evaluation, accountability and Learning Department ensures program activities aligned with donor regulations as well as Mercy Corps' internal policies and procedures.

General Position Summary

Under the supervision of the MEL officer, MEL assistant will be responsible for the process and impact monitoring of project activities at project sites. These activities include: beneficiary verification, distribution monitoring observation, beneficiary satisfaction survey, post distribution monitoring, data collection for needs assessments/baselines/evaluations, data collection spot monitoring, conducting focus group discussions, key informant interviews and using other qualitative data collection tools, document success stories, research, assessment, submitting routine reports. Participate in debrief sessions and learning sessions is also a part of their responsibility. MEL assistant will be responsible to provide written reports of verification and process monitoring activities and will also provide recommendations to MEL officer to share with program team. Timely report of complaints to CARM officer would also be an essential part of MEL assistants' job. The MEL assistant will be part of PAQ team and will be in close coordination with the partner organizations and Mercy Corps field team.

Essential Job Responsibilities

- Implement all MEL tools in the field and prepare written reports of key findings

- Closely observe the registration and distribution process and provide written feedback to respective MEL officer along with clear recommendations.
- Closely monitoring the field activities related to respective program and prepare feedback for program.
- Develop weekly and monthly work plans with the team. Track the team's ability to deliver on the plan and report back to the team each week.
- Training event monitoring and conducting training evaluations.
- Conduct beneficiary verification as per given plan and provide a written report on level of errors observed during the distribution process.
- Conduct field level data collection for post-harvest surveys and provide update about impacts monitored during the field visit.
- Identify and document the best practices and the success stories observed in the field.
- Collect market price data and report back to respective MEL Officer.
- Collect the PDM data in timely manners and provide feedback about the field realities and their personal observations.
- Coordinating with the team leader of the area in terms of logistic and administrative issue and set a movement plan of his team in accordance with other teams' plan.
- Collect accurate and timely data against agreed indicators of program activities
- Adherence to all MC policies and procedures as outlined in MC policies during the field work.
- Conduct himself/herself both professionally and personally in such a manner as to bring credit to Mercy Corps and to not jeopardize its humanitarian mission.
- Other duties as assigned.

Accountability to Beneficiaries

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.
- Ensure all interventions adhere to Mercy Corps' Gender Policy, Do No Harm principles, and beneficiary accountability standards

Supervisory Responsibility

No Supervisory Responsibility.

Accountability

Reports Directly to: MEL Officer.

Works Directly With: MEL team, CARM team, Projects officers, Field team leaders, Casual labors, Finance and Operations teams, other team members and volunteers.

Works Directly with:

Internal: M&E Field team, Projects field officers, Field team leaders, Finance and operations field teams, other field team members and volunteer.

External: Mercy Corps Local Partners, community beneficiaries with program participants .

Knowledge and Experience

Essential:

- Willingness and ability to perform field work.
- Preferably a bachelor's degree in a related field: social sciences, development studies, education, etc. with at least one year of work experience in a related discipline.
- Experience in community work and/or experience in project implementation, preferably with an NGO; previous experience in using qualitative data collection methods will be an asset.
- Ability to interact effectively with international and national personnel, as well as with project partners and community members
- English (spoken and written) will be preferred
- Computer skills – Word and Excel Facebook, Skype or other social media tools
- Experience in mobile data collection is an added value
- Ability to conduct oneself with sensitivity and respect toward others

Preferred:

- Previous experience in community work, project implementation, and quantitative/qualitative data collection are an advantage.
- Familiarity with mobile data collection would be an advantage
- Intermediate English (spoken and written) will be preferred
- Intermediate or advanced Excel skills is preferred

Success Factors

- Deep commitment to humanitarian principles and values.
- Ability to work under pressure, independently and with limited supervision.
- Willingness and ability to quickly learn new information/concepts and implement them.
- Demonstrated organizational skills.
- Demonstrated creative problem-solving skills.
- Security, political and cultural aware.
- Precise and Detailed oriented
- Extrovert and people oriented personality.
- Prior knowledge and experience of internal communities context and the ability to identify and respond to beneficiaries' concerns and reported issues

Influence & Representation

- Communicate effectively and professionally representing Mercy Corps.

Security

- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

Organizational Learning

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we

expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

- Participate in all training sessions assigned to him/her.

Team Engagement and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work.

We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the [Interagency Misconduct Disclosure Scheme](#)**. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

HOW TO APPLY:

Interested candidates can follow the link below to fill in their information and attach CVs not later than **October 26, 2026:**

[Monitoring and Evaluation and Learning \(MEL\) Assistant](#)

Organization reserves the right to accept or reject any or all CV(s) without assigning any reason.

Only short-listed candidates will be contacted for the interview.