

Job Title: Programme Associate (Beneficiary Feedback) SC6 Damascus VA073-2018

WFP seeks candidates of the highest integrity and professionalism who share our humanitarian principles.

Selection of staff is made on a competitive basis, and we are committed to promoting diversity and gender balance.

Re-advertisement of VA055-2018

DEADLINE FOR APPLICATIONS

From 20 August 2018 to 03 September 2018

TYPE OF CONTRACT/DURATION

Type of contract: Service contract.

Duration: Six months.

ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

ORGANIZATIONAL CONTEXT

These jobs are found in Regional Bureaux (RBs), Country Offices (COs), Area/Field Offices (AOs/FOs). Job holders typically report to a Programme Policy Officer or Head of Field Office.

At this level, job holders are expected to demonstrate responsibility and initiative to respond independently to various queries with only general guidance. There is a requirement to use judgment in dealing with unforeseen operational problems on a daily basis. Job holders are expected to manage resources and coach and coordinate support staff.

JOB PURPOSE

To provide effective specialized support and technical analyses to policy and programme activities that effectively meet food assistance needs.

KEY ACCOUNTABILITIES (not all-inclusive)

Tasks/functions:

- **Beneficiary feedback mechanism:** Setup systems to enhance the existing feedback mechanisms, while exploring additional methods. Support in setting up a decentralized database to record feedback from the various available channels, while monitoring the statuses on a continuous basis. Provide guidance to the WFP, third party facilitators, and conduct sensitization sessions for the Cooperating Partners (CPs) field staff to ensure their understanding of feedback mechanisms that would be later communicated to beneficiaries by CPs. Develop a frequently asked questions (FAQs) note that answers the beneficiary inquires by clarifying and providing relevant information. Follow up on beneficiary cases to ensure that actions are timely and effective.
- **Project Monitoring Plan (PMP):** Ensure that required samples for the ICSP/TICSP Logframe are met by the enumerators and in compliance with WFP's Minimum Monitoring Requirements (MMRs), incorporating gender and protection perspectives in all areas of work. Communicate and train field offices on appropriate sampling methodology and implementation. Follow up with sub-offices to submit timely updates of M&E activities.
- **Monitoring Tools:** Cross cutting data collection. Review and update monitoring tools to align checklists to the IRM and new Corporate Results Framework and Logframe in consultation with activity managers, and train WFP field monitors and third party facilitators on data collection methods.
- **Focus Group Discussions:** Guide the field offices and third party in organizing group discussions with beneficiaries based on country office and field operational and M&E needs. This ranges from setting up clear objectives, selection criteria of the participants/sampling, questionnaire design, analysis of qualitative findings and reporting. Conduct onsite practical group discussion trainings for the field staff, and remotely for third party.
- **M&E Network and Field Coordination:** Capacity building for WFP field monitors in the sub offices and Third party monitoring facilitators in country and in cross border locations. Conduct Field visits to all Field Offices maintaining the direct dialogue with beneficiaries and technical support and enhanced communication with field based M&E staff. Prepare and submit Field visit report including and programmatic recommendations and gender observations.

- Conduct field visits on a regular basis with Field Monitors
- Perform other related duties as required

Critical Success Factors

- Excellent communication skills
- Fluent written and oral communication in Arabic and English required
- Ability to maintain accurate and precise records, well organized
- Able to interpret and analyse a variety of data and resolve discrepancies
- The person shall be gender competent as we are aiming to have the person working on the monitoring and evaluation plan that is gender-responsive.
- Ability to deal patiently and tactfully with people of different national, cultural and religious backgrounds
- Strong computer skills particularly in Excel and PowerPoint; Access and SPSS statistical software experience is beneficial

STANDARD MINIMUM QUALIFICATIONS

Education: Completion of secondary school education. A post-secondary certificate in the related functional area.

Language: Fluency in both oral and written communication in English and Arabic Languages.

DESIRED EXPERIENCES FOR ENTRY INTO THE ROLEExperience:

- At least 5 years of progressively responsible experience related to monitoring, research or programme management .
- Has contributed to implementation of programmes.

TERMS AND CONDITIONS

- Please upload your CV in English
- Only short-listed candidates shall be contacted.
- Candidates must get an auto confirmation email once applying.

HOW TO APPLY**Internal Candidates:**

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=87241&company=C0000168410P&username=>

External Candidates:

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=87241&company=C0000168410P&username=>

Female applicants and qualified applicants from developing countries are especially encouraged to apply

WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status.

No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.