

## MONITORING & EVALUATION (M&E) OFFICER

**Department:** Programmes

**Place of work:** Nairobi, Kenya

**Duration:** Part-time, 2.5 days per week, fixed term contract for 30 months

**Grade:** 7

**Salary:** KES 2,586,406 – 2,752,931 FTE annual, paid pro rata on the basis of part-time hours, plus mobile phone with allowance, up to 10% matched pension contribution, medical insurance, and life assurance

**Reports to:** Programme Coordinator

### About WSUP

Today, around one billion city-dwellers lack access to safe drinking water, a number the UN estimates will nearly double by 2050 as more and more people are moving to cities for work and other opportunities, most of them ending up living in informal settlements without basic services. Meanwhile the changing climate is making water even more precious. Against this backdrop, our work has never been more vital.

WSUP is a not-for-profit company, expert at improving water and sanitation services for low-income, urban communities. We work alongside utilities, entrepreneurs, and communities to develop and deliver solutions which are affordable for the poor, financially viable for suppliers, and sustainable for the environment.

We were founded in 2005 in the UK, and currently work in seven countries in sub-Saharan Africa and Asia (Kenya, Uganda, Mozambique, Madagascar, Ghana, Zambia, Bangladesh), supported by a global Secretariat. We are a small organisation, but we have a big impact; since inception we have helped nearly 40 million people with improved water, sanitation, and hygiene services. And we have ambitions to reach many more.

WSUP's innovative approach to creating impact is guided by our values, which are the common fundamental beliefs and principles that guide us. All our staff are expected to embody these values in their day to day work and interactions. To learn more about our values, please see [www.wsup.com/about/work-with-us](http://www.wsup.com/about/work-with-us)

For more information about WSUP's vision and approach, see [www.wsup.com](http://www.wsup.com)

**About the role**

This is a key position in our Kenya team, playing an important role in coordinating and reporting on WSUP Kenya's outcomes and impact, through timely collection of data and accurate reporting. The role requires coordination across the WSUP Kenya team along with other key internal stakeholders including the Country Manager and Monitoring & Evaluation colleagues in the Secretariat. The M&E Officer will bring enthusiasm and rigour to the role which informs strategic decision-making as well as informs funders and other stakeholders about how WSUP is performing.

**Application deadline**

06<sup>th</sup> December 2023

**Interviews**

To be confirmed week commencing 11<sup>th</sup> December 2023. The full description can be found below.

To apply for this position, please go to <https://www.wsup.com/vacancies/> to upload your CV and cover letter (not more than 6 pages combined).

**Please note:** This job is based in Kenya. **Applicants must have the right to work in Kenya through Kenyan citizenship at the time of application.**

Please do not apply if this is not the case.

## **Job Description**

### **Overall purpose**

WSUP's Monitoring & Evaluation system aims to collect and analyse data on the outputs, outcomes and impacts of WSUP activities, with the following objectives:

- To support short-term operational and longer-term strategic decision-making by the different levels of WSUP's management structure.
- To provide information to WSUP's funders about the performance of specific projects and the overall programme.
- Responsible for tracking progress in access to urban water, sanitation and hygiene services in our focus countries, in ways that align with the information needs of our in-country partners, and that support and link to existing in-country tracking processes.
- To provide a basis for wider reporting to the WASH sector and the general public about WSUP's performance, most notably via our website.
- To provide overall data management and ensure integrity of all data relating to WSUP project implementation, monitoring and reporting.
- To support critical learning and ongoing evaluation of WSUP projects, helping to ensure evidence-based programming.
- To inform wider learning about best-fit practice in urban WASH.

The Monitoring & Evaluation (M&E) Officer will coordinate WSUP Kenya's monitoring & evaluation processes and data management to create an accurate picture of WSUP Kenya's outcomes and impact. You will ensure that data is collected and made available in a timely and accurate manner, as required by the Secretariat M&E function and other key internal stakeholders including the Country Manager and Global Programmes Team.

### **Main responsibilities & tasks**

#### **1. Development & coordination of WSUP's M&E and reporting in Kenya**

- Develop, deploy, and manage M&E systems for the WSUP Kenya programme, in consultation with Project Managers.
- Work closely with WSUP Kenya staff, partner organisations, local stakeholders and the Monitoring, Evaluation, Research & Learning (MERL) Manager in WSUP Secretariat, to ensure timely and accurate execution of all M&E requirements. This includes completion of quarterly reporting from WSUP Kenya to WSUP Secretariat, tracking of indirect beneficiaries and finance mobilised, completion of funder reports, and other non-quarterly requirements which may form part of WSUP's standard M&E processes.
- Assess the impact of WSUP Kenya's work on vulnerable groups and communities. Help to ensure safeguarding considerations are taken into account in project design, data collection and reporting.
- Coordinate the collection of quantitative and qualitative information and data for funder reports and funding opportunities, in collaboration with colleagues in Kenya and the WSUP secretariat.
- Coordinate and consult with the WSUP Kenya programme colleagues to collect data to track performance against business plan indicators and demonstrate the Kenya country programme's contributions to the global business plan.
- Support the conduct of high-quality evaluations of WSUP's project work in Kenya, liaising closely with external evaluators, Kenya colleagues and the WSUP Secretariat as required.

## **2. Data collection and quality control**

- Support the WSUP Kenya programme and relevant colleagues to prepare and deploy quantitative and qualitative tools for data collection.
- Adopt the use of mWater and similar survey tools to ensure the reliability and integrity of the data collected.
- Conduct frequent field visits to observe the data collection and curation process and extend support to colleagues and partners to ensure data accuracy and reliability.
- Ensure that secondary data sources used for internal reporting and external publications are reliable and well-referenced.
- Work closely with MERL Manager in Secretariat to avoid the double counting of beneficiaries and determine the differences between direct and indirect beneficiaries following organizational standards.

## **3. Process monitoring and data analysis.**

- Undertake M&E data computation and analysis to support programme requirements and needs.
- Support the development of frameworks, plans, log frames and other M&E documents supporting the project management cycle.
- Assist in monitoring programme activities, and to assess whether outputs and outcomes are meeting targets. This will require assessment of progress against deliverables specified in contracts and log frames.
- Use data sources (quantitative and qualitative) to assess project progress and support optimization of programme delivery, in conjunction with Programme Coordinator.

## **4. Coordinate procurement of external contractors or directly collect data.**

- Assist with procurement processes relating to M&E activities, including contracting of survey/evaluation services and ensuring contractual compliance as required, in line with WSUP's Procurement Procedures. This will involve development or review of relevant documents (Terms of References, Profiles, Request for Proposals, bidding & Tender documents, Evaluation criteria, questionnaires etc).
- Oversee contractual compliance for the execution of specific M&E tasks or, as determined by the Line Manager and/or the M&E Manager in London, taking direct responsibility for data collection by designing, organising, moderating and documenting focus group discussions, or by carrying out small-scale household or infrastructure surveys.

## **5. Knowledge and capacity building**

- Act as M&E knowledge person in the WSUP Kenya team, available to respond to colleagues' queries about M&E processes and requirements, including quarterly reporting requirements and the Qlik Sense data visualisation platform.
- Champion new M&E developments to the country teams to encourage uptake and usage of new resources/tools. Take a proactive role in maintaining contact and communications with other WSUP programme teams to foster cross learning between country teams.
- Conduct focused training on systems developed for the programme and workshop participants as and when necessary to ensure that WSUP staff and partners can contribute to the M&E system.

## 6. Communications lead

- Act as the in-country focal point for the Communications team in the Secretariat, using your overview of programme activity to identify communication opportunities, share and plan these with the Communications team, and collect content for them to develop and disseminate.
- Lead on communications within Kenya, identifying and developing opportunities to build WSUP's profile within the WASH sector, with urban stakeholders and with funders and potential funders.
- Act as a brand guardian, liaising with Kenya colleagues and with the Communications and MERL teams in WSUP Secretariat to ensure that all outputs produced by the Kenya team are consistent with WSUP's communications policies and quality assurance procedures.
- Provide data inputs to WSUP technical publications and research projects as required.
- Participate in local and international sector conferences and workshops and compile reports on them as required.

## 7. Other tasks

- Comply with all personal data protection needs when undertaking baseline surveys and end line evaluations including photography and video for any programme production and documentation.
- Adhere strictly to WSUP's ethics policy and pro-actively encourage transparency and openness in all activities.
- Undertake any other duties as commensurate with the role and agreed with the with line manager.

## Person specification

Evidence that applicants meet the essential criteria will be assessed by the following methods: Application (A) Test (T), Interview (I), as indicated below.

### Essential

<b>Qualification and experience</b>	<ul style="list-style-type: none"><li>- Bachelor degree in Statistics, Social Sciences, Economics or other relevant field (A)</li><li>- Experience of working within a project providing deliverables, budgets, timelines and reporting requirements (A,I)</li><li>- Experience of working within a multi-disciplinary project team and to liaise with stakeholders (A,I)</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>- Knowledge of participatory methods, quantitative and qualitative techniques for various assessments and analysis (I)</li><li>- Understanding of how to assess M&amp;E tools as suitable for use with vulnerable populations (I)</li></ul>

<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>- Strong capacity to manage large quantitative datasets with high levels of accuracy and attention to detail (T)</li> <li>- Good written and spoken English, ability to present arguments in a clear and concise manner (I)</li> <li>- Strong Excel skills (Pivot tables and basic functions including IF, VLOOKUP, SUMIFS) (T)</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>- Commitment to the mission, vision and values of WSUP.</li> </ul>

## Desirable

<b>Qualification</b>	<ul style="list-style-type: none"> <li>- Masters degree in Statistics, Social Sciences or a related field (A)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Significant experience on WASH in low-income communities (A,I)</li> <li>- Experience in the urban WASH sector (A,I)</li> <li>- Experience in equivalent M&amp;E roles</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>- Experience using Mwater</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- Knowledge of specific M&amp;E challenges in the urban WASH sector, including an understanding of the JMP service ladder (I)</li> <li>- Knowledge of urban planning and urban governance (I)</li> </ul>