



Job Description

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| Role: | Senior Programme Officer, Knowledge & Learning |
| Reports to: | Programme Manager, Knowledge, Learning & Communications |
| Direct Reports: | None |

Primary Accountabilities

This role will support the Programme Manager to gather and document progress towards achieving the Foundation's target to strengthen civic voices to engage in governance for sustainable development, to hold governments to account and influence public discourse. The role involves working with programme teams at our London office as well as from time to time with project partners across the Commonwealth.

By supporting the implementation of the Learning & Communication Strategy, this position champions and supports the integration of monitoring evaluation and learning (MEL).

This position is integral to fostering and sustaining an outcome-driven performance culture both within the organisation and externally with our partners.

Key Accountabilities

1. Lead on management of internal knowledge management systems

- a. Ensure project teams maintain up to date records in the Foundation's project management system
- b. Seek regular feedback on the effectiveness of the project management system and refine as necessary
- c. Facilitate internal debrief sessions with staff following missions to partner projects and events to maximise learning
- d. Support the development of guidance and tools on areas of learning and knowledge management
- e. Propose and help to develop and strengthen knowledge management systems to share and facilitate information exchange across programmes

2. Work closely with teams to implement effective MEL processes for their programme area

- a. Work with the Programme Managers and Programme Officers to facilitate regular MEL implementation, tracking and systematic analysis of results, evidence gathering and lessons
 - b. Be an internal resource person on M&E tools and approaches
 - c. Liaise with staff to ensure that mission planning, execution and reporting captures all possible learning opportunities
 - d. Support gender mainstreaming across teams
 - e. Advise on project partner MEL if requested by programme teams
 - f. Facilitate components of the annual MEL workshop for new grantee cohorts on M&E and project planning
 - g. In collaboration with teams, review project logic models periodically
 - h. Support the development and application of guidance and tools on MEL approaches for teams across the organisation
 - i. Support teams with developing appropriate reporting formats.
- 3. Support the collection, analysis and documentation of knowledge and the exchange of learning from projects and programmes**
- a. Work with the Programme Manager to gather and analyse results from projects and programmes that provide evidence of the Foundation's short term and intermediate outcomes
 - b. Support the documentation of results into various formats as outlined in our Learning and Communications strategy
 - c. Support the design and delivery of learning exchange workshops between project partners to interrogate and exchange practices in participatory governance across the Commonwealth
- 4. Leads on the development and coordination of digital learning platform for partners**
- a. Review feasibility of the current design for a digital learning platform and refine design and approach as required
 - b. Lead the development and launching of the Platform
 - c. Monitor use of platform and results
- 5. Coordinates the development of both internal and external reporting and planning documents**
- a. Work with the Directorate to review and finalise the annual workplan and annual report in advance of Board meetings
 - b. Update the Foundation's performance framework following annual planning and review meetings
 - c. Support evaluation processes such as the strategic mid-term review and summative evaluations
- 6. Support the delivery of the bi-annual Commonwealth People's Forum (CPF)**
- a. Work with the Programme Manager to design and implement a MEL plan for the CPF
 - b. Provide support to the team as needed in the delivery of the Forum

Common Accountabilities

1. Given the strong focus on gender equality in the Foundation's strategic plan 2017-2021, will support all efforts to integrate gender equality and its intersectionality into the work of the Knowledge Learning and Communications programme.
2. Support the Programme Manager to manage all the contracting needs of third party/service providers. Ensures the complete process is undertaken from drawing up terms of reference to contract completion.
3. Works closely with the Human Resources Manager for compliance with all policies in relation to Safeguarding.
4. Works closely with the Finance Manager for compliance with all financial policies and procedures. Manages and monitors own budget allocation and expenditure.
5. Works closely with the teams to contribute to the Foundation's realisation of its Strategic Plan
6. Ensures the application of results-based management (RBM) standards and agreed upon indicators as articulated in the Performance Framework
7. Represents the Foundation at meetings, functions and events, some of which may occur outside normal office hours and may involve long-distance travel.
8. All responsibilities should be carried out in a manner that is responsible, professional, financially sound, participatory, and sensitive to local needs, culture and politics and in accordance with Foundation policies and procedures.
9. Performs any other reasonable duties and tasks as requested by the Foundation.

Person Specification

Essential

1. Commitment to the Foundation's vision, mission and values.
2. Substantial practical experience and demonstrated knowledge of monitoring evaluation and learning in organisational settings, including:
 - a. extensive experience of applying MEL methodologies in organisational settings
 - b. extensive experience of developing the capacity of individuals and organisations around the use and integration of MEL
 - c. knowledge of latest thinking and debates in the field of MEL
 - d. a good understanding of knowledge management and some experience in improving knowledge management systems
 - e. demonstrated experience working with a range of organisations in the international development field.
3. Communication Skills -
 - a. experience and tact in coaching and working with leaders and their teams at various levels of development

- b. excellent written English including report writing for a wide variety of audiences
 - c. strong communication skills and demonstrated skills in group facilitation
 - d. a team player, flexible, quick-thinking and able to work well under pressure.
- 4. IT
 - a. proficiency in Excel and other Microsoft Office programmes
- 5. Organisational skills
 - a. Well-organised, resourceful, pays attention to detail and with good planning and problem-solving abilities
 - b. Good research and analytical skills and attention to detail
- 6. Qualifications
 - a. degree related to development studies, economics, social sciences, public administration, or democracy and governance. Project Management/ MEL qualifications

Desirable

- 1. Monitoring evaluation and learning (MEL) experience -
 - a. experience of applying MEL in a small civil society organisation(s) in the Global South
 - b. Demonstrated understanding of / experience in integrating gender into MEL frameworks
- 2. IT -
 - a. experience of developing and managing a digital learning platform or other transferable expertise would be an asset
 - b. experience of working with SharePoint, data management or project management applications.
- 3. An understanding of the field of participatory governance and of civil society policy advocacy and governance accountability initiatives.
- 4. Experience of programme management in an international development organisation