

## Vacancy Announcement

Founded in 1956, DRC Danish Refugee Council is Denmark's largest, and a leading international NGO. We have continuously been ranked as one of the best NGOs in the world - and are one of the few with a specific expertise in forced displacement. In over 40 countries, we protect, advocate and build sustainable futures for refugees and other displacement-affected people and communities.

To support and strengthen the DRC programme in Myanmar, we are looking for highly motivated and capable candidates to fill the position of

### **Monitoring, Evaluation, Accountability and Learning Officer- (1) Post**

Duty Station	Lashio (Interim Duty Station Taunggyi)
Report to	MEAL Team Leader - (Northern Shan)
Direct Reports	NIL

#### **Overall purpose of the role:**

The M&E Officer works as part of DRC's Programme Team, under the guidance and direct supervision of the MEAL Team leader with frequent travel to field locations, working with communities of Internally Displaced Persons (IDPs) in camps as well as with other communities affected by the conflict.

#### **Main Responsibilities**

##### **Monitoring and Information Management**

- Develop and manage appropriate MEAL frameworks including Output Tracker, to measure both quantitative and qualitative progress against objectives, outputs and impact ensuring appropriate information is gathered to address all requirements for donor and internal reporting needs.
- Coordinate with Programme team to develop appropriate monitoring tools and methodologies to ensure both qualitative and quantitative information is collected, collated, and reported ensuring disaggregation of data as appropriate.
- Support the development of programme databases.
- Undertake detailed, critical analysis of data collected and present / report using a range of methodologies.
- Participate in Quarterly Project Review meetings to measure progress against objectives; identify variances and work closely with Programme Team to identify strategies to address variances.
- Manage hard and soft copy documentation of all M&E files including assessments, reports, case studies and photographs.
- Provide regular training / capacity building for programme staff and partners, in all tools and methodologies.
- Liaise and coordinate with external actors for collection of relevant statistics and data.
- Provide line management support to direct reports with regular 1:1 meeting being held ensuring adequate support and capacity building is provided.
- Always comply with DRC's Code of Conduct and ensure adherence by all direct reports.

##### **Beneficiary Accountability**

- In coordination with Community Feedback Mechanism (CFM) focal points, travel to project sites to manage helpdesks and awareness sessions with the communities (where applicable).
- Actively promote the CFM in the community in coordination with programme teams.

- Ensure the communication and dissemination of complaints handling procedures, policies and tools are appropriate to beneficiaries, project staff and other stakeholders drawing on multiple communication channels.
- Regularly conduct accountability surveys and spot-checks to ensure beneficiary complaints are being addressed

### **Management of feedback**

- Provide accurate advice to beneficiaries about DRC programs, activities and services as communities request information through DRC hotlines or other formalized complaints and feedback modalities.
- Regularly update the Frequently Asked Questions (FAQ) in close coordination with programme teams.
- Coordinate internally with identified CFM focal points from across all projects to resolve, document actions taken and mark feedback as closed.
- Ensure timely feedback to beneficiaries (where required) regarding complaints and ensure they are appropriately managed, acknowledged and followed up as per internal workflow processes.
- Maintain an effective centralized tracking/CFM database system for all the complaints and feedback ensuring confidentiality and always protecting beneficiaries' identity.

### **Overseeing referrals**

- For all non-DRC programmatic feedback and complaints, follow-up externally via service mapping lists and refer to relevant NGOs, UN offices and sector leads.
- Respond to pending issues, provide support as needed, and communicate progress back to beneficiaries.
- Ensure that the service mapping list is up to date.

### **Safeguarding of sensitive complaints**

- Ensure immediate referral of protection related concerns and sensitive cases according to the DRC F-CRM workflow.
- Maintain the utmost confidentiality of all complaints received and processed.

### **Reporting**

- Compile, analyze and produce monthly reports of progress on complaints handling.
- Conduct quality assurance of CRM database and flag any errors to the area office.
- Share the monthly CFM report with MEAL team leader and CFM Coordinator in Yangon.

### **Qualifications and minimum requirements:**

- University (BA/BSc) degree in statistics or relevant field plus 2-year relevant experience working with a humanitarian or development organization
- Extended period (3+ years) of relevant experience working in a similar role and environment.
- Excellent analytical and computer skills, especially Excel and databases
- Excellent interpersonal and communication skills.
- Fluency in English and Myanmar. Knowledge of Kachin, Shan and Palaung an advantage
- Understanding of operational context in Shan State; Understanding of humanitarian response principles.
- Experience working with vulnerable individuals.

### **All DRC roles require the post-holder to master DRC's core competencies :**

- Striving for excellence: Focusing on reaching results while ensuring efficient processes.
- Collaborating: Involving relevant parties and encouraging feedback.
- Taking the lead: Taking ownership and initiative while aiming for innovation.
- Communicating: Listening and speaking effectively and honestly.

- Demonstrating integrity: Upholding and promoting the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment.

### **Conditions**

Contract: DRC will offer the successful applicant a DRC's Regular contract including 3-month probation period. Renewable depends on both funding and performance. Salary and conditions will be in accordance with DRC's Terms of Employment. The position is in Employment Band H-non management.

### **Application and CV**

Interested? Click [HERE](#) to apply. Please send your application, in English, no later than **19<sup>th</sup> June 2025**.

CV only applications will not be considered.

**(Applications will be reviewed on a rolling basis, and shortlisted candidates may be contacted for interview/an offer made before the advertised closing date)**