



**Job Title:** Programme Quality, Accountability & Learning Manager

**Working base:** 17-21 Wenlock Road, London, N1 7GT

**Reporting to:** Director of Programmes & Accountability

**Direct reports:** Consultants, researchers, volunteers, interns, and service providers

**Salary:** Circa £45, 000 per annum

**Contract status:** Full time, permanent

### **Who we are and what we do**

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), International Rescue Committee, Islamic Relief, Oxfam, Plan International UK, Save the Children, Tearfund and World Vision.

Since it was founded in 1963, the DEC has run over 75 fundraising appeals and raised more than £2bn to help save lives and protect livelihoods in disaster-affected communities around the world.

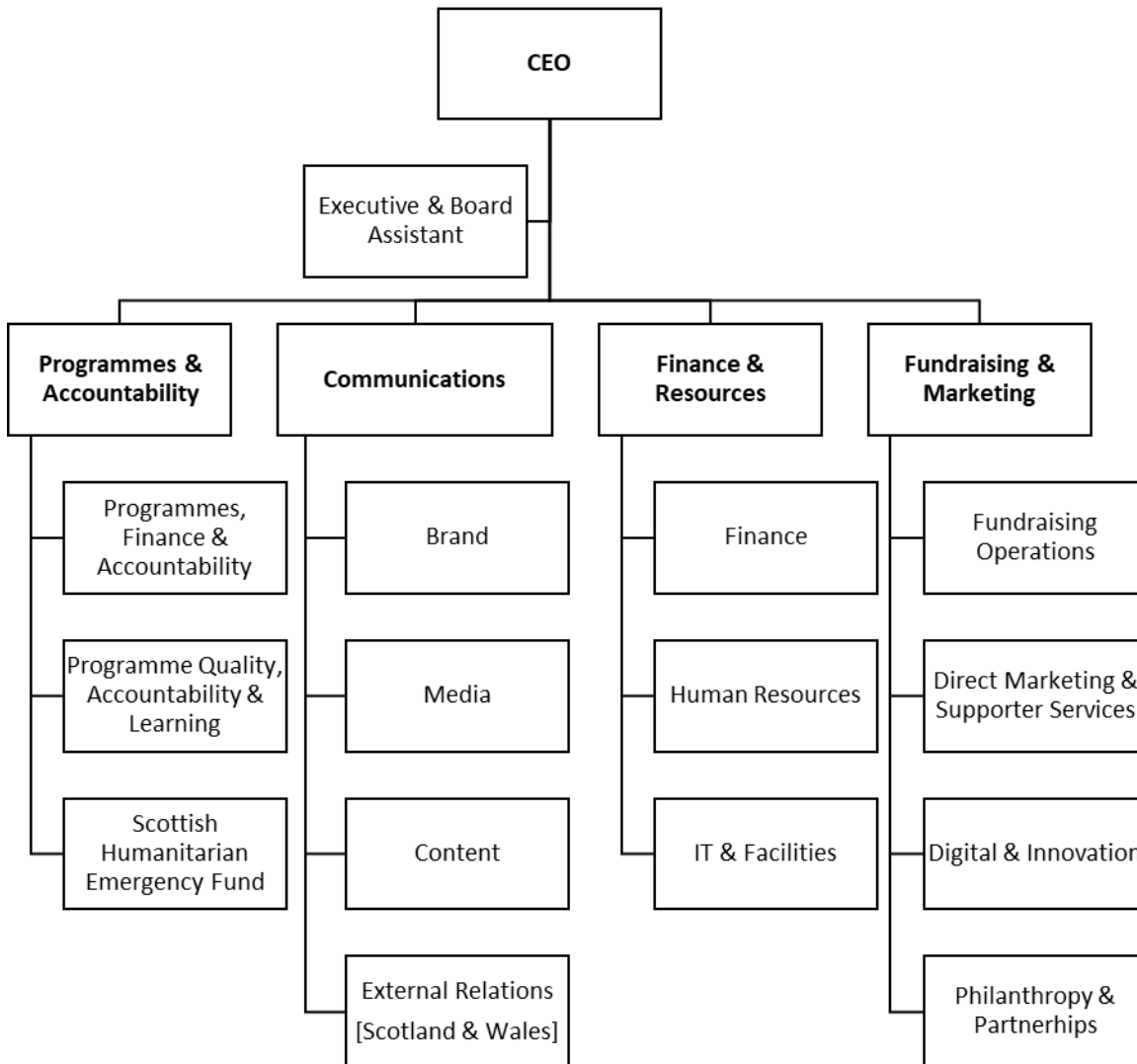
The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio and an increasing number of digital channels.

Most DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from member agencies, and, with our Board of Trustees, they are responsible for the day-to-day running of the DEC. There are currently 32 staff and a small number of dedicated volunteers, working together to promote the values of collaboration, accountability & transparency, learning, humanitarian, and impartiality.



## DEC Structure



## Purpose of the Role

This role will shape and manage the monitoring, evaluation, accountability and learning activities that the DEC undertakes with its 15 member agencies. Integrating cutting-edge, consistent, and practical approaches to knowledge management, and will also:

- Monitor members' programme performance and collation of information for wider reporting.
- Oversee data collection and analysis and prepare or manage learning and accountability outputs for the DEC.
- Deputise for the Director of Programmes and Accountability as required.



## **Key Objectives, Responsibilities & Competencies**

### **Programme Monitoring, Evaluation and Learning**

- Oversee and implement the evaluation and learning elements of DEC's Accountability Framework.
- Coordinate and consult with member agencies to facilitate innovative approaches to MEAL.
- Contribute to review of members' programme plans and reports, [particularly] viewing to deliver high-quality interventions that are accountable to disaster-affected populations.
- Commission and manage learning and accountability initiatives, including Response Reviews and Collective Initiatives.
- Quality assure externally commissioned member evaluation processes as per DEC policies and associated protocols.
- Design and manage activities that highlight good practice and learning from DEC appeals for dissemination across the membership and the wider sector.

### **Data Analysis and Context Monitoring**

- Support the development of the case for launching an appeal and provide input to factsheets and other appeal launch products.
- Identify and develop new and innovative ways to produce and disseminate appeal-specific and cross-appeal programme information.
- Oversee data collection and monitor members' programme performance and collation of information for wider reporting.

### **Stakeholder Accountability**

- Inform DEC's approach to accountability and identify opportunities for improvement in line with relevant developments in the sector.
- Review and analyse members' reports and other submissions to the DEC to monitor and report on compliance with relevant membership requirements.
- Ensure that accurate data and evidence is generated, collated and synthesised from members' programme plans and reports to demonstrate impact and accountability.
- Work collaboratively with other secretariat staff so that programmes data is optimised to meet accountability to different stakeholders.

### **Research and Learning Agenda**

- Identify opportunities for collaboration with external stakeholders (Quality & Accountability Initiatives, Academia, etc.) progress the DEC's Research & Learning Agenda.
- Maintain and utilise DEC's Research & Learning agenda, to identify with members, key relevant topics that would benefit from an extensive study and actively target suitable entities to undertake them.
- Convene meetings of member MEAL Representatives to inform DEC's learning and accountability agenda.
- Commission and manage multi-country, multi-stakeholder consultancy projects generated by the R&L Agenda.



## Engagement and Representation

- Instigate and participate in relevant monitoring, evaluation and learning working groups and stay abreast of emerging MEAL initiatives in the sector.
- Engage with external accountability and technical standards and related networks.
- Strengthen and maintain colleagues understanding of DEC's ways of working both internally and externally (DEC members in HQ, in-country).
- Deputise for the Director of Programmes and Accountability as required.

| Competencies                          | Grade | Description  |
|---------------------------------------|-------|--|
| 1. Delivering Quality Results         | C     | Supports others to achieve outstanding results and to manage risks well.                                 |
| 2. Planning                           | C     | Takes a 'helicopter' view and anticipates the future.  |
| 3. Analytical and Innovative Thinking | D     | Addresses the root causes of complex problems.   |
| 4. Communications                     | D     | Communicates well strategically and politically.   |
| 5. Team Working and Collaboration     | D     | Builds partnerships at highest Government levels.  |
| 6. Leading and Motivating             | C     | Champions ownership of corporate decisions and leads and motivates others or direct reports effectively. |
| 7. Resilience                         | C     | Clarifies priorities and supports others to cope with pressure.  |

## Person Specification

| Essential                     |  |
|-------------------------------|--|
| <b>Experience / Knowledge</b> | <ul style="list-style-type: none"> <li>• Postgraduate or sector working knowledge/proven experience, of humanitarian response programmes, preferably within International Non-Governmental Organisations [INGO] or similar.</li> <li>• Proven, strong understanding of humanitarian issues and principles within the humanitarian programming discipline.</li> <li>• Demonstrable technical knowledge of at least one thematic humanitarian sector.</li> <li>• Proven understanding and demonstrable work experience with accountability to affected populations (AAP) and working knowledge of the Core Humanitarian Standard (CHS).</li> <li>• Experience with a DEC member agency is an advantage.</li> </ul> |
| <b>Skills / Competencies</b>  | <ul style="list-style-type: none"> <li>• High level of technical ability with all usual computer software packages and data analysis and visualisation software [i.e., Microsoft Office, Adobe, Box].</li> <li>• Quantitative and qualitative research &amp; analysis skills gained in a humanitarian context.</li> <li>• Proven financial acumen to comfortably evaluate financial information and manage budgets.</li> <li>• High attention to detail and numerate accuracy in analysing and using data and financial information, to write coherent reports.</li> <li>• Clear and confident communicator both orally and in writing [in English].</li> </ul>  |



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|--|--|
|  | <ul style="list-style-type: none"> <li>• Ability to actively listen and engage with stakeholders at varying levels, from varying backgrounds and a range of political, cultural and value orientations.</li> <li>• Confidently able to facilitate consultation and feedback processes effectively and sensitively, and able to use initiative and judgement to proactively identify and resolve problems.</li> <li>• Good relationship and interpersonal skills with ability to provide advice, training, and support across diverse teams.</li> <li>• Effective time management and organisational skills including the ability to manage a significant workload with competing priorities.</li> </ul>  |
| <b>Organisational Culture and Mind Set</b> | <ul style="list-style-type: none"> <li>• Ensure DEC’s values are upheld and integral to all your work throughout your DEC journey.</li> <li>• Open to effective, personalised support for managing a healthy work-life balance.</li> <li>• Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.</li> <li>• Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.</li> <li>• Embrace the working culture of a progressive learning, and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.</li> </ul> |

### Policies & Procedures

- Familiarity with, and adherence to, DEC’s policies and procedures, including but not exclusive to Code of Conduct, Health and Safety and Dignity at Work. Policies will be updated from time to time, and in response to best practise/legislative changes.
- **Hybrid Working;** The DEC has adopted a hybrid model of working. Our headquarters are in London, and office-contracted staff are [currently], expected to be present in the office at least 2 days a month. Staff are encouraged to come into the office to facilitate face to face meetings and to enable interaction with internal and external staff. However, the DEC recognises the benefits of working remotely, both in terms of work focus and of work-life balance. Specific working patterns will be agreed with the line manager at the commencement of the contract.
- **Working hours and travel;** the post-holder may on occasions be required to work additional hours in response to an emergency [see PJA below], events held outside office hours, or to extra workload. Where possible, notice of this will be given and TOIL (time off in lieu) is available.
- **Deployments,** the post holder would be expected to travel to DEC funded programmes to provide support to in-country member agency staff and partners. It is expected that each deployment will be 2-3 weeks and may be initiated at short notice.



- **Period of Joint Action [PJA]**; when approval is met for launching an appeal, the DEC will launch a Period of Joint Action [PJA] with its members, usually for 14 consecutive days [which includes weekends]. There is an expectation for colleagues to be able to work additional hours during this time and attend [daily] 9am updates. The DEC acknowledges that the PJA comes with some pressure, and whilst the DEC provides as much emotional and financial support as is possible, it is only fair to state that this period of time will be intense and may have an impact on your personal, time and commitments. Any hours worked in excess of contractual hours during this period will be recovered through the DEC's Time Off in Lieu scheme.

### **Benefits**

- 25 days annual leave plus statutory public holidays.
- HealthCare Cash Plan, providing an array of health services, [£1, 660 cash value, per year], with access to an Employee Assistance Programme.
- 8% Employers pension contribution (post probation).
- Season ticket loan (post probation).
- Cycle-to-work scheme (post probation).

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies