

Job Description



Job Title:	Impact and Accountability Project Officer - DDI Project		
Cluster:	Impact and Accountability		
Salary:	USD 37,425.91 Per Annum, (Excluding Benefits)	Contract Type:	12 months (renewable), subject to satisfactory performance and funding availability
Location:	Remote (the successful candidate must have the right to work in the location where they are based)		
Reports to:	Impact and Accountability Lead		
Direct Reports:	None		
Job Role			
Role Overview:	The Impact and Accountability Officer work dynamically with the Impact & Accountability (I&A) Cluster and the Digital Democracy Initiative (DDI) team to design, implement, and strengthen program-specific MEL systems that are robust, adaptive, and aligned with CIVICUS’s Integrated Results Framework. The role is responsible for leading data-driven performance monitoring, outcome measurement, evaluation, and adaptive management processes across DDI’s global portfolio of projects. Beyond compliance-focused reporting, the I&A officer plays a key role in fostering a culture of learning, accountability, and evidence-informed decision-making. A central focus of the position is to embed partner-centered learning approaches, facilitate South-South knowledge exchange, and strengthen accountability to constituencies across a diverse and geographically distributed network of civil society actors. Through these efforts, the MEL Officer contributes to improving program effectiveness, capturing impact, and supporting strategic learning across the DDI portfolio.		
Areas of Responsibilities	Key Activities		
M&E Design and Monitoring of Project Implementation	• Provide strategic MEL support to project teams, tailored specifically to the unique, non-linear change pathways of digital democracy, policy advocacy, and civic space protection. • Design and implement comprehensive program MEL plans, facilitate reflection meetings, and provide continuous technical advice to the DDI team and partners. • Develop baseline datasets, data collection protocols, and participatory monitoring tools that respect digital safety, participant anonymity, and data security—particularly when working with at-risk digital rights defenders. • Provide direct coaching and support to global project teams and sub-grantees on ongoing outcome harvesting, complexity-aware data collection, and qualitative impact documentation.		

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	• Maintain oversight of key program indicators, utilize digital dashboards to monitor progress, and provide real-time insights that inform programmatic pivots and strategic decision-making
Project Data Collection, Analysis and Reporting	• Develop/refine appropriate data collection tools, protocols, and systems to facilitate routine data collection in alignment with donor and CIVICUS MEAL systems. • Contribute to project reports, annual reports, and other related accountability and learning documents in coordination with the Impact and Accountability team • Develop in coordination with the project teams externally facing reports; • Communicate and disseminate these reports to facilitate organisational learning (prepare presentation of results for staff meetings, project steering committee meetings, hold discussions on recommendations etc.) • Coordinate project evaluations as required, including selection and accompaniment of external consultants
Data Quality Management and Assurance	• Conduct regular data quality audits to detect anomalies, inconsistencies, or data entry errors. • Facilitate MEAL capacity building for teams, consortium members, and local partners to ensure standardization in the application of MEAL tools and processes, with a specific focus on building data literacy and analytical skills. • Organize periodic data quality audits, monitor and coordinate routine data quality audits, and develop action plans to implement corrective measures.
Knowledge Management, Adaption and Learning	• Design and facilitate regular reflection spaces, pause-and-reflect sessions, and "fail-forward" workshops for the DDI team and global partners to pivot strategies based on real-time political and digital context changes. • Co-create accessible learning products (e.g., case studies, learning briefs, multimedia insights) with and for partners across the Global South. • Cultivate a community of practice among DDI sub-grantees, facilitating South-South knowledge exchanges on digital resilience, narrative shifting, and civic tech interventions. • Develop methodologies to capture how the initiative adapts to sudden shifts in civic space, internet shutdowns, or changing regulatory environments, ensuring this agility is measured and valued.
Others	• The role holder will, from time to time, be required to carry out any other duties that are within the scope of the job. • All staff will demonstrate CIVICUS values and principles in all their professional relationships and any interactions that may reflect on CIVICUS • Provide MEAL support to project teams, as may be requested by the I&A Lead based on need.
Person Specification	

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Education and Language	• A bachelor's degree or Diploma in Monitoring, Evaluation, Accountability and Learning, International Development, Development Management, or equivalent. A master's degree is strongly preferred. • Minimum 5–7 years' professional experience in MEAL concepts and approaches, with at least 2–3 years in a relevant functional area/similar role. • Fluency in English is required; proficiency in French, Spanish, or Arabic is an added advantage.
Essential Knowledge, skills and Experience	• Proved experience in using result-based and participatory monitoring, evaluation and learning (MEL) approaches using evaluation methodologies such as Contribution Analysis or Outcome Harvesting • Excellent IT including skills, including experience with MS Office, especially Excel, PowerBI and Smartsheet • Commitment to CIVICUS' vision, mission, values and ways of working • Familiar with civil society, development and human rights issues; understanding the challenges faced by marginalised citizens and organisations - especially those in the Global South - particularly around data availability, literacy, connectivity, quality etc. • Familiar with online M&E tools and general technology savviness • Strong analytical and methodological skills to support both qualitative and quantitative research • Demonstrated track record of evaluation and report writing at various levels (donor reporting, project reporting, internal management reporting etc.) • Excellent organisational skills and the ability to meet deadlines • Excellent writing skills and ability to be concise and clear – providing actionable analysis and recommendations • Ability to communicate and meaningfully engage with diverse stakeholders, including those not too familiar with M&E • High degree of self-awareness and the ability to work effectively with multiple teams, across various time zones, many of which are virtual • Proactive and creative in identifying opportunities for innovative improvements in CIVICUS' current M&E related systems and processes • Familiarity with digital democracy themes (e.g., digital rights, algorithmic accountability, gender-based violence, internet freedom, tech governance, Civic Tech Innovation etc).
Desirable Knowledge, Skills and Experience	• Learning and M&E knowledge, ideally in the non-profit sector • Experience with transforming raw monitoring data into compelling visual narratives using tools like PowerBI, Tableau, or interactive graphics to drive both internal learning and public advocacy. • Experience working with historically excluded communities such as rural groups, indigenous peoples, women, youth, and LGBTQI+