

Job Description



Job Title:	Impact and Accountability Officer-EU Projects		
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 & Accountability Officer for European Union (EU) projects collaborate closely with the I&A Cluster Lead, the Monitoring, Evaluation, Accountability, and Learning (MEAL) focal person at Hivos, and other Consortium members. The incumbent contributes to the development and execution of a comprehensive MEAL System tailored to meet EU grant management standards for both the EU System for an Enabling Environment for Civil Society (EU SEE) and the Strengthening Global CSO Umbrella Organisations projects (SGUO). The role also involves ensuring that the MEAL systems are fully aligned with CIVICUS' Integrated Results Framework. In addition to overseeing the implementation of effective data-driven decision-making processes within CIVICUS and its partner organizations, the I&A Officer is responsible for leading the adoption of advanced data analytics, automation, and robust data science techniques to enhance the quality, efficiency, and predictive value of MEAL activities. The role holder will promote data literacy, Knowledge Management, Learning, and Adaptive Management initiatives among consortium members, CIVICUS Networks and partners. The role holder is responsible for ensuring that CIVICUS' organizational learning and constituency accountability practices are embedded in project implementation to foster a culture of continuous improvement and transparency.		
Areas of Responsibilities	Key Activities		
MEAL System Design and Implementation	• Ensure the establishment of a robust MEAL system responsive to donor requirements and aligned to the Integrated Results Framework of CIVICUS. • Design MEAL plans that contain, at minimum: the ToC/log frame, data management system, timelines for periodic review and reflections, joint monitoring, strategies for capacity building, mechanisms for capturing and applying learning, Knowledge Management, standard indicator definitions and performance indicator tracking templates (PITTs). • Provide oversight and monitor progress against project indicators and targets based on approved log frames and PITTs to demonstrate performance.		

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Data Collection, Analysis and Reporting	• Manage data collection and analysis workflows for the Early Warning Mechanism to produce three core research products (Early Warning Alerts, Enabling Environment snapshots, and Country Focus Reports) that inform EU-SEE monitoring, while maintaining separate data management for the CIVICUS Monitor to ensure independent branding and governance, and ii) the EU SGUO project • Analyse and interpret data on a regular basis, using advanced statistical techniques (regression, clustering, factor analysis, time-series) to generate actionable insights for management decision-making. • Create accessible data visualisations and dashboards that translate complex findings into formats tailored for diverse stakeholders (staff, steering committees, members, donors). • Lead reporting and knowledge dissemination, including preparation of quarterly and annual donor reports, and working with communications to package findings for organisational learning and accountability.
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 standardisation in the application of MEAL tools and processes, with a specific focus on building data literacy and analytical skills. • Organise periodic data quality audits, monitor and coordinate routine data quality audits, and develop action plans to implement corrective measures.
Knowledge Management, Adaption and Learning	• Lead periodic review and reflection sessions with consortium members, networks, CIVICUS members and partners to capture outcomes, validate lessons learnt, and identify adaptations needed for improved project performance. • Monitor programme and finance performance through participation in MEAL working groups, joint monitoring with partners, and technical feedback discussions to ensure alignment and identify capacity gaps. • Use trend analysis and risk modelling to proactively identify performance risks (indicator underperformance, partner capacity issues) and recommend adaptive management responses. • Develop and manage a Knowledge Management system that aggregates lessons learned from monitoring data, evaluations, and project reports, and work with the communications unit to publish relevant knowledge products and outcomes
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 • Provide MEAL support to project teams, as may be needed by the project teams. • Like all staff, the incumbent shall demonstrate CIVICUS values and principles in all professional relationships and any interactions that may reflect on CIVICUS.

Person Specification

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Education and Language	• A bachelor's degree or Diploma in Monitoring, Evaluation, Economics Accountability and Learning, Statistics, Data Science, Computer Science, International Development, Development Management, or equivalent. A master's degree is strongly preferred. • Minimum of 5 years' professional experience in MEAL, with at least 3 years supporting European Union (EU)/European Commission (EC) or other major institutional donor-funded projects. • Fluency in English is required; proficiency in French, Spanish, or Arabic is an added advantage.
Essential Knowledge, skills and Experience	• Strong knowledge of EU grant management requirements, donor compliance, reporting standards, and Results-Oriented Monitoring (ROM) principles. • Demonstrated expertise in results-based and participatory MEL approaches, including methodologies such as Outcome Harvesting, Contribution Analysis and Contribution Analysis, Most Significant Change, and mixed-methods research approaches. • Strong analytical and quantitative research skills, with proficiency in data analysis software such as SPSS, STATA, R, SurveyCTO, KoboToolbox, Power BI, SmartSheets, and advanced Microsoft Excel. • Proven experience managing evaluations, coordinating donors and organizational reporting, and translating evidence into actionable recommendations. • Excellent written and verbal communication skills, with the ability to engage effectively with diverse stakeholders and communicate complex data in an accessible manner. • Solid understanding of civil society, human rights, and international development, including the challenges faced by marginalized and historically excluded communities. • Experience applying qualitative data analysis techniques, including the analysis of large volumes of textual and feedback data, with knowledge of GIS/geospatial analysis considered an advantage. • Strong organizational, project management, and interpersonal skills, with the ability to work independently and collaboratively across multicultural, virtual, and cross-time-zone teams.
Desirable Knowledge, Skills and Experience	• Experience working with historically excluded communities such as rural groups, indigenous peoples, women, youth, and LGBTQI+. • Experience with geospatial analysis (GIS) for mapping civic space trends or project coverage. • Familiarity with data protection regulations (e.g., GDPR) and ethical data management practices in the context of civil society data.