



NORWEGIAN
REFUGEE COUNCIL

Job Description

Position:	M&E Assistant (accountability)
Reports to:	M&E Manager
Supervision of:	None
Duty station:	Tehran, Iran
Travel:	20% within Iran
Project number:	TBC
Duration and type of contract:	Full time until 31 December 2019, with possibility of extension

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The overall purpose of the Accountability and Monitoring Assistant position is to administer the NRC BCFS and through this contribute to NRC Iran being accountable to its beneficiaries and to support the day to day implementation of MEAL activities in Iran.

Generic responsibilities

- Ensure adherence with NRC policies, tools, handbooks and guidelines;
- Implement activities according to the NRC Iran M&E Unit strategy and plan;
- Contribute to the strengthening of NRC Iran's M&E Unit;
- Ensure that NRC is accountable to affected population: receive, record and refer feedback and complaints according to the NRC Iran Accountability SOP;
- Answer queries and request of affected population through accountability channels;
- Promote and share ideas for technical improvement;
- Promote internal learning to help improve NRC Iran activities;
- Promote NRC accountability to beneficiaries both internally and externally.
- Promote the rights of refugees in line with advocacy strategy

Specific responsibilities

The Accountability Assistant will be responsible for:

- Receiving phone calls from beneficiaries on the NRC 'hotline', as well as requests through other accountability channels; logging and entering data in BCFS software and beneficiary database



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- Based on the CFM standard operating procedure, taking action such as providing information, referring the call to another unit, or informing appropriate senior management about the nature of the call;
- Tracking the status of each case and ensuring that follow-ups are being made, and working to increase levels of beneficiary satisfaction with the follow-ups provided by NRC;
- Providing regular quantitative and qualitative updates to the M&E Coordinator, M&E Manager, Area managers, and programme managers/coordinators as requested;
- Administering surveys of Afghan beneficiaries, administering and note-taking of focus groups and key informant interviews;
- Supporting M&E activities, including travel outside of Tehran in other areas of NRC Iran operation.

Critical interfaces

Relevant interfaces for this position are:

- The Accountability Unit
- The M&E Unit, M&E staff based in each area, M&E Coordinator, and M&E Manager
- All Core Competencies and project teams;
- ICT Department – for training on BCFS software, and beneficiary database.

Scale and scope of position

Staff:	The Accountability and Monitoring Assistant has no subordinates;
Stakeholders:	The Accountability and Monitoring Assistant must liaise with a number of internal stakeholders: M&E Unit staff, Core Competency staff, NRC senior management, ICT Department;
Budgets:	The Accountability and Monitoring Assistant has no budgetary responsibility;
Information:	The Accountability and Monitoring Assistant is responsible for i) ensuring that case information is correctly logged into the BCFS software and ii) ensuring that beneficiary data is correctly entered into the beneficiary database;
Legal or compliance:	NRC Accountability SOP, NRC Iran Data protection policy, Code of Conduct and Terms of Employment.

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Previous experience conducting interviews or customer engagement either face to face or over the phone;
- Fluent Farsi;
- Proficient English;
- Good level in all common MS Office applications (Word, Excel, PowerPoint);
- Experience working with refugee contexts is a plus.



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Specific skills, knowledge and experience:

- Knowledge of data collection software e.g., KoBo or ODK Collect is a plus;
- Knowledge of databases e.g., MS Excel or Access is a plus;

2. Behavioural competencies (max 6)

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Empowering and building trust;
- Communicating with impact and respect.

3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description;
- The Work and Development Plan;
- The Mid-term/End-of-trial Period Performance Review Template;
- The End-term Performance Review Template;
- The NRC Competency Framework.

Interested candidates should apply through the following link latest by April 13, 2019:

www.nrc.no/vacancies select Iran under Location window and submit their application in to the Webcruiter.