

Monitoring, Evaluation & Learning (MEL) Officer (Cape Town)

Contract: 12 month contract

Wordworks is a South African non-profit organisation that focuses on early language and literacy development in the first eight years of children's lives. The organisation is known for its inventive and effective programs, as well as its high-quality, multilingual resources and training. Wordworks offers training, resources and support for partners across the country who use our early language and literacy programmes in their own networks. Wordworks implements a number of multi-stakeholder projects, often assuming the language technical partner role.

Wordworks seeks to recruit a MEL Officer who will form part of the MEL team, supporting the monitoring, evaluation, reporting and learning activities of the organisation.

Purpose of the role

The MEL Officer will support all MEL activities through data collation and analysis. The Officer will have responsibility to maintain and improve the existing MEL systems in order to support research, evaluation, planning and reporting within the organisation.

Key responsibilities

Data collection:

- Develop, review, and improve data collection tools and systems and ensure up-to-date templates are accessible.
- Orient colleagues and Wordworks' partners to data collection tools and systems.
- Work with all Wordworks programme staff to undertake MEL data collection, capture, cleaning and verification to ensure quality and integrity of data.

Data management & analysis:

- Routinely save and file all electronic and hard copy data, labelled clearly and organised in secure files or folders on the Wordworks Shared Drive. Archive at the end of projects/audits.
- Provide support to the review, development and implementation of POPIA-compliant data management approaches.
- Maintain the cloud-based data management system to efficiently meet data requests.
- Conduct analysis of programme and project data to track performance.
- Monitor programme implementation in line with MEL plans and programme logic models and provide feedback to Programme Managers and teams.

Data-based learning

- Support the development of programme theory and logic model documents
- Devise a timeline for MEL activities, based on annual programme plans.
- Assess and articulate Wordworks' progress towards impact through regular MEL data analysis and the development of user-friendly MEL reports and products.
- Support and build capacity of Wordworks staff, partners, and other stakeholders to engage with MEL data through intentional learning and reflection processes.

- Present MEL data to Wordworks staff and partners and externally as appropriate, including conferences, forums and communities of practice.
- Support the facilitation of learning processes and reflections with Wordworks programme staff and other stakeholders.
- Support evaluations and research projects as needed.

Reporting and accountability

- Contribute to data input for funding proposals, donor reports, marketing materials, annual and other stakeholder reports.
- Assist in building reports and summary dashboards in the data management system.

Organisational

- Participate in organisational activities and team meetings, as well as abide by its policies and Code of Conduct.
- Observe Wordworks' values, which include teamwork, openness and sharing, listening and learning, humility and optimism, inclusivity and quality.

Key competencies and behaviours expected

- Highly organised, solution-oriented, an eye for detail and innovative
- Strong interpersonal skills and collaborative in nature
- Able to build and maintain excellent working relationships with colleagues and external stakeholders
- Proactive, conscientious and accountable
- Confident in understanding and manipulating data
- Able to work at pace
- A client-service orientation
- Able to work respectfully with people from different backgrounds
- A positive, friendly and professional attitude
- Acts as a role model for a 'learning organisation' culture by seeking insight and using problems as opportunities to learn in a non-judgemental environment
- Able to work respectfully with people from different backgrounds
- A positive, friendly and professional attitude

Person specification

Essential

- A bachelor's degree or equivalent qualification in a relevant discipline with substantial written and numerical elements
- Reading, writing and speaking fluency in an African language
- Excellent written communication skills in English, including the ability to tailor writing for different audiences
- A commitment to a career in the non-profit sector demonstrated through **at least 3 years' work experience** with an NGO
- Experience of providing administrative and operational support in a similar role and a real interest in the evidence generated in research and education based projects and products
- Experience in developing and improving administrative and operations systems or procedures
- Proven experience of quality assurance and data cleaning
- MEL or quantitative and qualitative research skills gained in a non-profit context

- Strong organisational and time management skills, ability to assimilate information, forward plan and coordinate tasks and resources (including people) on a range of projects
- Strong IT skills, including knowledge of the GSuite and MS Office, strong spreadsheet skills, exposure to project management applications and different video conferencing platforms and an aptitude for using and learning technology tools, software and platforms
- Good verbal communication and visualisation skills, and the willingness to get involved in preparing and delivering presentations
- High level of numeracy and the ability to work with complex logistical processes
- Ability to work unsupervised and under direction, as part of a team or as an individual

Desirable

- Experience with Google Data Studio and Google Analytics
- Experience with WordPress website uploads
- Experience in working in an education and/or Early Childhood Development environment
- Strong understanding of literacy, ECD and the early grades sector in South Africa
- Experience in presenting and publishing (in print or online) analytical materials to a range of expert and non-expert audiences
- Ability to train colleagues and partners in the purpose and use of MEL tools and systems

Applications

All applications must be submitted on the application form that may be found at the following link:
<https://forms.gle/uCLpsexz2Vfy3Mez9>

The deadline for receipt of applications is September 21, 2022.

Please visit www.wordworks.org.za for more information on the organisation.