

Mercy Corps Indonesia

Open Vacancy

Dear All,

Please find below open position.

We are trying to find the best possible candidates to make team stronger.

IUWASH PASAR PROGRAM

Mercy Corps Indonesia (MCI) is a local Indonesian non-profit organization, which implements humanitarian and development assistance programs throughout the country. MCI's mission is to empower people in Indonesia to become healthy, productive, and resilient communities. Resilience means an ability to recover from or adjust easily to misfortune or change.

Program Summary

Mercy Corps Indonesia has worked for over 20 years and is implementing the IUWASH Pasar Program funded by USAID/Indonesia. The overall goal of IUWASH Pasar is to catalyze and grow local markets for water, sanitation, and hygiene (WASH) products and services in Indonesia's vulnerable urban areas. To achieve the overall goal, the Project will focus on the following three main objectives:

1. Improve business environment to foster greater private sector contribution for WASH services and products;
2. Enhance viability of WASH businesses and increase availability of affordable, desirable WASH products and services to underserved market segments;
3. Improved key WASH behaviors for increased demand with correct and consistent use of WASH products and services.

Jakarta

1. MONITORING, EVALUATION, RESEARCH AND LEARNING (MERL) MANAGER – IUWASH PASAR

General Position Summary

Under the guidance of IUWASH Pasar Chief of Party, the IUWASH Pasar Monitoring, Evaluation, Research & Learning (MERL) Manager is responsible for coordinating with consortium counterparts on the M&E system development/review to implement the program. The MERL Manager oversees the monitoring and evaluation of the program, including development/review of MEL tools, technology, and plans, research activities, baseline and end-line surveys and evaluations, beneficiary and indicator tracking, data compilation and participatory analysis, CARM (community accountability reporting mechanism) process, contribution to reports and preparation of communication materials. The successful candidate will have a demonstrated ability to conceptualize, plan and implement program activities creatively, as well as the skills to analyze data and utilize lessons learned for the continuous improvement of program implementation and promote a culture of learning. The position will be based in Jakarta. Travel is required with up to 25% of time spent in the field.

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Essential Job Responsibilities

- In consultation with Chief of Party and Deputy Chief of Party, develop/review MEL tools and an MEL plan and train the team and orient consortium members to ensure effective use of program funds and information.
- Provide training to consortium members, especially the regional teams, on the development of MEL plans, MEL tools & technology, survey design, methodology, data analysis, CARM SOP, and other services as may be required for IUWASH Pasar program monitoring and evaluation.
- Provide guidance, support and oversight on the implementation of MEL plan, tools & technology to ensure compliance to USAID and YMCI minimum standards.
- Assist on data collection and compilation implemented by consortium members, promote continuous learning and program design improvements through facilitation of program-wide MEL analysis and feedback sessions.
- Oversee data processing, including quality control, validation and verification for the collected research/survey data and support in data analysis.
- Support the development of communications materials and program reports, particularly through the presentation of program indicators, data tabulation and analysis, in collaboration with KM & Communication Specialist.
- Develop timely work plans and reports on program activities: weekly work plans, weekly updates, monthly reports, success stories, etc.
- Participate/facilitate in project team/consortium coordination meeting.
- Provide technical support for consortium members, especially regional teams, and other program stakeholders to improve their MEL systems and capacity.

Knowledge and Experience

- Possess a relevant university degree or college diploma and relevant 7+ years of relevant professional experience, including at least 5 years working in MEL for non-governmental organizations, UN agencies or with bi-laterals/multi-laterals programs working in entrepreneurship, WASH, or market system development.
- Strong experience working in a consortium setting and capacity building programs.
- Some knowledge of private sector engagement and market system development (MSD) / market for the poor (M4P) preferred.
- Sound knowledge of the Theory of Change with demonstrated expertise and experience in MEL, including the development and use of program log-frames, indicators, MEL plans and systems, preferably funded by USAID.
- Possess skills in qualitative and quantitative MEL methodologies, techniques and technologies (online data collection: ODK, Enketo, KoBo; business intelligence/dashboard: Google Data Studio, Power BI, Tableau; M&E software/applications: Tola, Mwater).
- Experience in developing and implementing baseline/end-line studies and evaluations.
- Significant experience in team / stakeholders training and institutional capacity building.
- Sound experience with USAID MEL systems (incl. CLA) and industry guidelines.
- Strong computer and data analysis skills (e.g., MS Word, Excel, PowerPoint, Access, SPSS /STATA, and other qualitative and quantitative statistical analysis tools).
- Fluency in English and Bahasa Indonesia, both written and spoken, is required.
- Effective time management and organization skills including priority setting and responding to program needs.

2. GENDER EQUITY & SOCIAL INCLUSION (GESI) - SPECIALIST– IUWASH PASAR

General Position Summary

The Gender Equity and Social Inclusion (GESI) Specialist will design and implement a strategy to ensure the IUWASH PASAR and other MCI programs appropriately addresses the varied needs of women, men, girls, and boys, and are sensitive to gender, age, caste, disability, and other social markers. Although the GESI specialist will work primarily for IUWASH PASAR, time and need permitting, s/he will support other YMCI programs.

The GESI specialist is responsible for planning and managing the portfolio of IUWASH PASAR of gender equity, diversity, and social inclusion interventions, which are a priority cross-cutting initiative of the program. Under the direction of the COP and with technical guidance of the MCI-MERL and CARM Specialist, the GESI Specialist will work with and support MERL Manager to manage the implementation and reporting of the programs Mercy Corps community, accountability and reporting mechanisms (CARM). The position will be based in Jakarta. Travel is required with up to 20% of her/his time expected to be spent at subnational level.

Essential Job Responsibilities

- In collaboration with MERL, ensuring SADD high-quality data is recorded/collected as required by MCI data quality, documentation, and reporting purposes. Support MERL in collecting, analyzing, and using SADD data for implementation and planning purposes and Ensure effective collaboration with MERL staff in the development of program log frames, indicators, implementation plans, and MERL plans
- Conduct and update gender analysis for the program by ensuring a strong evidence base GESI strategy by providing a periodic update of GESI analysis based on quantitative and qualitative data analysis, providing recommendations for strengthening the strategy.
- Ensuring Safe Programming by guiding, informing, and working with program teams to ensure a do no harm approach and PSEAH to gender-focused and inclusive programming is implemented and that appropriate protections are in place for participants.
- Provide inputs to all processes of implementation aiming at high quality and evidence-based program implementation as well as to all research, and studies including baseline, midterm, and end line.
- Actively participate in a cross-substantive area technical dialogue and coordination mechanisms to ensure effective collaboration across related functions in MCI and other collaboration within and across the team.
- Contribute actively to capturing lessons, good documentation, and high-quality reports.
- Work closely with the MCI Human Resources team to ensure gender accountability is incorporated into the position descriptions of all program team members.

Knowledge and Experience

- At least 5 years' experience in leading gender and social inclusion integration into program design and implementation is required.
- A Master's degree in a relevant academic area such as a social science discipline is preferred.

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- An in-depth understanding of gender, age, ethnics, and other locally significant socio-cultural factors in the humanitarian and development programming in Indonesia.
- Demonstrated capacity to lead the collection, analysis, and utilization of information from a broad range of sources and write high quality reports.
- Proven ability in researching, designing, and supporting training education and training programs with regard to the gender and social inclusion;
- Demonstrated experience in design and delivery of capacity building programs/initiatives on gender and social inclusion;
- Familiarity with the principles and/or practice of inclusivity issues (such as gender and disability) and how this applies to human capital development;
- Skills in participatory learning and action and facilitating collaborative problem solving.
- Demonstrated ability to foster commitment and build capacity among program staff and in-country actors to ensure gender and social inclusion integration and empowerment.
- Effective time management including priority setting and responding to program needs.
- Experience in collaboratively working with development agencies, universities, donors and government departments is a strong advantage.
- Advanced report writing skills and proficiency languages (both Spoken and Written): in Bahasa Indonesia is required and in English is highly desirable.
- Sound communication, presentation, organizational, and interpersonal skills.
- Strong familiarity with MS Word, Excel, Powerpoint is required.

3. KNOWLEDGE MANAGEMENT & COMMUNICATION (KMC) SPECIALIST– IUWASH PASAR

General Position Summary

The Knowledge Management (KM) & Communication Specialist will be based in Jakarta and work alongside the IUWASH PASAR Team. The incumbent will take responsibility for leading and coordinating the development of knowledge management products, specifically learning products prepared from evaluations and research/studies implemented an/or commissioned by the IUWASH PASAR. S/he will work closely with the MERL specialist and Program Team to develop and implement strategies and plans to capture, share, and extend knowledge and learning within IUWASH PASAR Program and to external stakeholders including government. S/he will also be responsible to ensure that learnings from the program are useful for the improvement of ongoing and future programs and that these are incorporated into reports.

The KM specialist also required to maintain relationships with key stakeholders in national and local level. S/he will need to have sufficient knowledge and experience around research, MERL (monitoring, evaluation, research and learning), communication and outreach, especially in the IUWASH PASAR space. With the knowledge and learning documentation organized, the KM specialist will assist in documenting the results (success stories, lessons learned and best achieved) during the five years of program implementation to ensure sustainability of program outcomes. The position is based in Jakarta, Indonesia and it requires up to 20 % travel to the two targeted provincial.

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Essential Job Responsibilities

- Ensure the IUWASH PASAR program captures high quality, verifiable information using appropriate methods that meet the requirements of Mercy Corps and donor.
- Establish and manage a database of existing or on-going learning documents and products (infographics), including identify the needs for other learning documents.
- In consultation with the MERL Manager, coordinate internal and external reviews of information collected with a strong emphasis on learning. This should capture the lessons learned from success stories (achievements) and challenges (failures) to inform the sustainability/exit strategy and influence policy direction.
- Preparation of high-quality learning documents ranging from reports, case studies, paper or brief sheets, fact sheets, infographics, video blogs and pictures and etc. that also can be used for outreach.
- Develop ways for IUWASH PASAR team to effectively convey or tailor messages in a clear and concise manner. This requires collaboration with MCI creative design team to conceptualize various formats to communicate IUWASH PASAR story.
- Manage the dissemination of information to different stakeholders.
- Work closely with other program members especially the MERL Manager to ensure IUWASH PASAR evaluations (end line) are conducted in line with program needs and donor requirements.
- Problem-solve with others to address shortfalls in monitoring, evaluation, and information management that affect program implementation.
- Participate and provide guidance to ensure studies and/or research undertaken in the program meets with information needed for reporting and/or other purposes.
- Maintain regular contact with relevant research partners including consultants involved in studies or evaluations and provide guidance as required to increase research or study quality.
- Liaise with research partners

Knowledge and Experience

- Master's degree in development studies, Statistics, Social Sciences, or relevant field, with a strong foundation in research methods, statistics, measurement, and evaluation.
- Minimum of progressive 3 years' experience of relevant work on disaster risk management and resilience. Significant experience working on knowledge management, research, communication and outreach required.
- Knowledge of program management, implementation, evaluation, and reporting.
- Experience supervising M&E and communication teams and building team capacity to deliver high-quality results.
- Excellent verbal and written communication skills.
- Ability to conceptualize, plan and implement program activities creatively, as well as possess the ability to analyze data and utilize lessons learned for the continuous improvement of program implementation and to promote a culture of learning.
- Ability to maintain relationships and work effectively in cross-cultural situations with a wide range of people in both public and private sectors, including business, government, non-governmental organizations, universities, and local communities.
- Proficiency in English in writing and the ability to cross translate between Bahasa Indonesia and English. Ability to converse in English is preferred.

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- Computer literate; proficient in MS Office, MS Excel in particular and Internet navigation are required.
- Candidate must be willing to travel as necessary.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Mercy Corps Indonesia is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact. We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps Indonesia is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

Accountability to Participants and Stakeholders

Mercy Corps Indonesia team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring, and evaluation of our field projects.

How to Apply

Please send your **CV** and a **cover letter** that specifically addresses how you will handle this job responsibilities, together with the form on this [link](#) with the subject: **"IUWASH PASAR_Position_Your Name"** to hird@id.mercycorps.org.

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The vacancy will be closed on **20 August 2023** and only shortlisted candidates will be contacted for interview. We look forward to hearing from those who are interested in taking this opportunity to grow and develop with us.

Thank You,
Human Resources Department
Mercy Corps Indonesia