

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.

USAID ENV - IUWASH PASAR

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 form or adjust easily to misfortune or change.

Program / Department Summary

Indonesia has made considerable progress in the water supply and sanitation sector over the past twenty years. As part of its "Vision 2045," Indonesia seeks to enhance water security and achieve SDG targets related to access to safe water and sanitation for all, with the following interim mid-term development targets by 2024: 100 percent access to improved water supply system, including 15 percent access to safely managed drinking water supply services; 10 million new water connections; 90 percent access to improved sanitation services, including 15 percent access to safely managed sanitation; 100 percent open defecation free; 20 percent solid waste reduced at source, and 80 percent solid waste handled.

Given the need for massive investment in WASH infrastructure and broad changes in individual and collective behaviors to achieve the countries targets by 2024, the involvement of communities, households, and the private sector will be pivotal at every stage at every stage. Closing the financing gap will require diverse resource investments, reducing costs, increasing tariff, taxes, and transfers, and exploring alternative financing tools. Market-based solutions that can connect unserved and underserved populations to WASH products and services may help close this financing gap.

Mercy Corps Indonesia has worked for over 20 years and is preparing a full application for the USAID NOFO for Indonesia: ENV - IUWASH Pasar. 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. Target urban areas are to be determined, but will be located at least in 3 (three) USAID high priority provinces. 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. BUSINESS DEVELOPMENT (BD) LEAD – IUWASH PASAR

General Position Summary

Under the direction of Deputy Chief of Party, the Business Development Lead will be responsible for building capacity of and access to services for IUWASH Pasar private sector partners (IUWASH Pasar Objective 2) through a suite of platforms that YMCI partners in its entrepreneurship programs. S/he will play a critical role in delivering results for Objective 2 across the program target geographies while also developing and maintaining the necessary coordination across technical domains to deliver effective market-based WASH solutions that meet the needs of under-served communities and consumers. S/he will be leading change processes at the local level, ensuring that local teams build strong multi-stakeholder relationships, supporting effective city-level collaboration and working together to ensure that program learning and innovation are institutionalized at the local level. ***This position is subject to funding for national Indonesian and will be based in Jakarta, Indonesia.***

Essential Job Responsibilities

Program Management

- In consultation with Deputy Chief of Party, develop technical strategy and program plan to provide business capacity building and access to services for WASH private sector partners (esp. micro and small enterprises/MSE) to deliver WASH products and services for under-served communities and consumers.
- Develop private sector engagement (PSE) strategy for IUWASH Pasar as a foundation to engage with WASH enterprises (suppliers) and WASH market actors (esp. financial institutions, services providers)
- Support Regional Team to enhance existing WASH enterprises, and to lesser extent, help form new ones - taking into consideration consumer interest, past investments, successes and failures through the provision of inputs, training and technical assistance in order to increase business viability of these enterprises.
- Facilitate linkages between WASH enterprises and market actors, such as financial institutions, business development services, mentoring and training services inside the Program areas in order to increase their economic viability and long-term sustainability.
- Facilitate regular inter-Regional team interactions and ensure that there is an effective exchange of knowledge which allows cross-fertilization of activities and lessons-learned on WASH enterprises capacity building and business development.

Team Management

- Participate/facilitate in project team/consortium coordination meeting.
- Provide technical support for regional teams, and other program stakeholders to improve their capacity on private sector engagement (PSE) and WASH enterprises capacity building.

Supervisory Responsibility:

3 Regional Coordinators and 9 City/District Facilitators (coordination)

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Knowledge and Experience

- High education degree in the relevant field of Management, Business, Sales & Marketing, or relevant field.
- Minimum 10 years of experience across the fields of capacity building and business development for enterprises, esp. MSE. Experience with water, sanitation, and hygiene (WASH) enterprises preferred.
- Excellent knowledge of private sector engagement and market system development (MSD) / market for the poor (M4P).
- Proven ability in researching, designing, and preparing training/reference materials, and in arranging agendas for multi-stakeholder technical meetings, workshops, working groups and taskforces;
- Demonstrated experience in the design and delivery of capacity building programs/initiatives that promote organizational change including trainings, coaching and mentoring;
- Strong experience in collaboratively working with market system actors is a strong advantage.
- Familiarity with the principles and/or practice of inclusivity issues (such as gender and disability) and how this applies to capacity building and business development;
- 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.
- Effective time management including priority setting and responding to program needs.

Success Factors

The ideal candidate will have a quality-oriented works with strong interpersonal skills and demonstrated ability to create and maintain effective working relationships with the Mercy Corps Indonesia team and consortium partners. S/he will be a creative self-starter, who is flexible, open-minded and has the ability to work in a team. S/he will possess excellent inter-personal communication skills with the ability be able to develop and maintain rapport within the program and among external partners and communities. Consortium management requires excellent time-management, facilitating and multi-tasking skills, as well as excellent public relations. The position requires the ability to work effectively in both a team and an inter-agency setting, as well as to assume individual responsibility for specific progress updates and other reporting tasks.

Living condition

The position will be based in Jakarta. Travel is required with up to 25% of time spent in the field.

2. 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

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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. ***This position is subject to funding for national Indonesian and will be based in Jakarta, Indonesia.***

Essential Job Responsibilities

Program Management

- 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.

Team Management

- 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.

Supervisory Responsibility:

MEL & CARM Technologist (direct report), 3 Regional MEL & CARM Officers (coordination)

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.

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- 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.

Success Factors

The ideal IUWASH Pasar Program MERL Manager will be a creative self-starter, who is flexible, open-minded and has the ability to work in a team. S/he will possess excellent inter-personal communication skills with the ability to be able to develop and maintain rapport within the program and among external partners and communities. Consortium management requires excellent time-management, facilitating and multi-tasking skills, as well as excellent public relations. The position requires the ability to work effectively in both a team and an inter-agency setting, as well as to assume individual responsibility for specific progress updates and other reporting tasks.

Living condition

The position will be based in Jakarta. Travel is required with up to 25% of time spent in the field.

3. GRANT AND OPERATIONS (GO) MANAGER – IUWASH PASAR

General Position Summary

The Grant & Operations Manager is responsible for managing the financial and operational aspects of subawards issued by IUWASH Pasar, compliance with the USAID regulations and award requirement, compliance with the GOI reporting, and working collaboratively with other program team members to ensure compliance with Mercy Corps Indonesia internal policies and procedures. S/he will also coordinate support to IUWASH Pasar with respect to GOI liaison, finance, procurement, operation, and administration. The Grant & Operations Manager manages the Subaward, Operations and GOI Liaison team members for IUWASH Pasar with support from MCI Jakarta Finance and Operation teams. ***This position is subject to funding for national Indonesian and will be based in Jakarta, Indonesia.***

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Essential Job Responsibilities

Sub Awards Management:

- Participate in the development of the overall programmatic strategy and the strategy for the subawards program.
- Work closely with consortium-level subrecipient organizations to ensure they are issuing, managing and monitoring subawards in accordance with IUWASH Pasar subaward manual.
- Responsible for pre-award financial review and other due diligence of subrecipients.
- Coordinate selection of subaward agreement type, draft subaward and negotiate subaward agreements with selected subrecipients.
- Draft modifications to subawards, as needed.
- Develop and conduct subrecipient financial and compliance training workshops;
- Review subrecipient financial reports for correctness and completeness and ensure that reports are submitted on time.
- Develop subrecipient monitoring plans, conduct financial monitoring of subrecipients and prepare financial monitoring visit reports.
- Follow up on all subaward compliance issues and audits and document resolutions.
- Maintain subaward files in accordance with the Field Finance Manual.
- Process subrecipient payments and reconcile subaward financial tracking to general ledger reports.
- Responsible for subaward financial close-outs, including ensuring that all requirements of the subaward agreement have been met and that subaward funds have been properly settled.
- Provide compliance guidance and consultations to subrecipients on a demand-driven basis.

Compliance:

- Ensure that IUWASH Pasar is executed in alignment with the prime award agreement and the applicable USAID regulations, staying abreast of changes in regulatory environment related to donor/grant compliance; update IUWASH Pasar procedures as necessary.
- Identify and communicate compliance risks associated with program implementation. Work with program teams ensure that program activities are designed to be compliant, while facilitating the achievement of the program objectives.
- Review IUWASH Pasar procurement and program transactions, contracts and other documents for compliance requirements and ensure these requirements are met.
- Ensure timely and accurate submission of approval requests to the donor and MCI HQ.
- Prepare prior approval, waiver and other compliance requests to the donor. Assist subrecipients, as needed with subrecipient compliance requests to Mercy Corps Indonesia.
- Prepare and maintain internal and donor compliance-related reports.

Operations and GOI relations:

- Ensure that IUWASH Pasar program teams have adequate support on finance, procurement, operation, and administration by closely coordinate and collaborate with MCI Jakarta Finance and Operation teams
- Supervise GOI National Secretariat/Liaison to ensure smooth relationship and collaboration with GOI executing and implementing agencies (esp. Bappenas)

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Supervisory Responsibility:

All Team members: GOI National Secretariat/Liaison, Operations Coordinator, Program Assistant (direct);
3 Regional Program Support team members (indirect; coordination).

Knowledge and Experience

- A higher education degree in accounting or finance required; advanced degree preferred.
- At least 7 years of relevant field or management experience of complex, multi-dimensional programming including administering subawards in an international environment.
- At least 4 years' experience in grants management as well as an understanding of USAID regulations required.
- At least 3 years' international experience required; international NGO field office experience is preferred.
- Experience in GOI bilateral program requirement preferred (program governance: steering and technical committees; reporting requirements: GOI reports, BAST, tax exemption)
- Demonstrated experience and skill with administrating solicitations for subawards, assessing potential subrecipients and the proven ability to oversee a team that is responsible for monitoring subrecipients.
- Strong skills and experience working with donors to obtain approvals and waivers as necessary for compliance with donor regulations.
- Prior management experience and strong organizational skills.
- Advanced computer skills in MS Office programs, particularly Excel.
- Excellent oral and written English skills required; proficiency in Bahasa Indonesia required.

Success Factors

The successful candidate will have an ability to interact effectively across national program teams successfully, both in a managerial as well as training capacity. S/he will be able to support programmatic objectives with timely and meaningful financial information, have a demonstrated ability to multi-task, meet deadlines and process information in support of changing program activities. An impeccable professional standard of finance and procurement ethics and the willingness and ability to enforce compliance with Mercy Corps Indonesia and donor policies and procedures is essential. S/he must be willing to travel regularly to program regional/field offices and program sites. The most successful Mercy Corps Indonesia staff members have a strong commitment to teamwork and accountability, thrive in evolving and changing environments and make effective written and verbal communication a priority in all situations.

Living condition

The position will be based in Jakarta. Travel is required with up to 25% of time spent in the field.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient, and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

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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 together with the form on this [link](#) with the subject: “**Position_IUWASH PASAR**” to hrd@id.mercycorps.org.

The vacancy will be closed on **04 September 2022** 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