

National Monitoring, Evaluation and Learning Officer (MELO)

JOB DESCRIPTION

Position Title: National Monitoring, Evaluation and Learning Officer

Reporting to: National Program Director

Location: National Office-Windhoek

Functional Supervisees: Location PDB Focal Person

Department: Family and Child Welfare/Programme Services

Contract Type: Fixed term/Fulltime

JOB PURPOSE:

The National Monitoring and Evaluation Officer lead the design, updating, and implementation of a robust organisational Monitoring, Evaluation, Accountability, and Learning (MEAL) system aligned with Results-Based Management (RBM). The role ensures systematic data collection, analysis, interpretation, and high-quality reporting across all SOS Namibia programmes locations.

The incumbent supports the implementation of tools such as PDB2, SOS Connect, RBM frameworks, ProDIGI datasets, baseline and endline studies, surveys, and programme evaluations. The M&E Officer also plays a central role in staff capacity building, particularly on RBM, data quality assurance, and M&E standards while ensuring evidence-based decision-making to strengthen organisational performance, accountability, and impact.

KEY RESPONSIBILITIES

A. Programme Management & Technical Support

- Support all M&E initiatives across assigned programmes and projects, including data quality monitoring, activity tracking, and performance analysis.
- Work closely with Regional Managers, Heads of Department, and other support staff to ensure integrated MEAL implementation.
- Support programme locations in the effective use of PDB2 and ensure data quality, credibility, consistency, and timely updates.
- Draft, review, and analyse progress reports with Fund Development and Programme teams to ensure high-quality, timely donor and International Office Region (IOR) submissions.
- Assist in the development of results frameworks, M&E work plans, and targets during proposal development and throughout the implementation cycle.
- Support all M&E initiatives for assigned Programme(s)/project(s) including monitoring data quality, tracking the progress of activities, and contributing to staff capacity building initiatives as necessary

B. System Development

- Support the national roll-out and use of SOS Connect and RBM systems including project design on ProDIGI.
- Develop and update MEAL frameworks, tools, guidelines, and SOPs aligned with SOS CVI standards.
- Define programme and project Key Performance Indicators (KPIs) and ensure consistent monitoring throughout the project cycle.
- Draft and refine RBM tools such as results frameworks, indicator reference sheets, and project performance trackers.
- Propose strategies to enhance data use and promote a results-oriented culture among programme staff.
- Support teams to properly document, organise, and capture programme progress using approved MEAL formats and systems.

C. Data Management, Quality Assurance & Analysis

- Monitor programme performance, identify trends, and prepare evidence-based recommendations.
- Strengthen field data collection processes and streamline data flow across programme locations.
- Conduct field visits to validate data quality, verify reported information, and support staff adherence to standards.
- Identify weaknesses in the data management system and propose corrective actions for improvement.
- Analyse performance data to guide decision making, adaptive management, and reporting.
- Ensure timely and accurate responses to donor, partner, IOR, and senior management data requests.
- Support and participate in programme evaluations, needs assessments, feasibility studies, baseline assessments, and mid/endline surveys.

D. Reporting, Documentation & Learning

- Consolidate programme data and prepare quarterly, annual, and donor-specific and organisational reports.
- Coordinate and lead annual planning and budgeting processes as well as quarterly review meetings
- Document lessons learned, best practices, changes stories, success narratives, and cross-cutting programme insights.
- Facilitate learning workshops, and reflection sessions to promote organisational learning.
- Maintain an updated results database and ensure compliance with donors and SOS reporting requirements.

E. Capacity Building

- Train and mentor programme and administrative staff on RBM, data collection methodologies, data quality standards, and MEAL tools.
- Support teams to improve documentation, monitoring, project tracking, and reporting capacity.

- Promote a culture of accountability, learning, and evidence-based planning across all programme locations.

1. Minimum Requirements

Qualifications

- Bachelor's degree in Monitoring and Evaluation, Development Studies, Statistics, Project Management, Economics, Social Sciences, or related relevant field.
- Master's degree and/or professional certification in M&E or RBM is an added advantage

Experience

- Minimum of 3 years practical experience in M&E for NGO or donor-funded programmes (child protection or community/social development experience is an advantage).
- Demonstrated experience in M&E for community empowerment, child protection, youth development, livelihoods, or humanitarian programmes.
- Proven experience with quantitative and qualitative research methods, digital data systems, and results-based monitoring.

2. Competencies: Knowledge, Skills & Abilities

- Strong understanding of M&E methodologies (qualitative, quantitative, participatory, statistical analysis, data triangulation).
- Familiarity with RBM, Results Frameworks, theory of change, and evaluation approaches.
- Proficiency in English and excellent report writing skills.
- Strong analytical, problem-solving and data interpretation skills.
- Excellent command of MS Office and statistical/data management software
- Ability to work independently and as a team player in a multicultural environment.
- Excellent communication, interpersonal, and facilitation skills.
- Commitment to child and youth safeguarding, confidentiality, and ethical data use.
- Valid driver's license and willingness to travel regularly to program locations

Interested and qualified Applicant can email their cover letter and supporting documents to recruitment.hr@sos-namibia.org.

Deadline: 05 December 2025

SOS Children's Villages has zero tolerance either for sexual exploitation, harassment, and abuse nor for fraud and corruption, amongst other safeguarding aspects. We also provide equal employment opportunities to all employees & qualified applicants without regard to race, colour, religion, gender, national origin, age, disability, marital status, or class. SOS Children's Villages complies with all applicable laws governing non-discrimination in employment."

This position involves working with an INGO committed to children and human rights and is subject to strict safer recruitment checks. The successful candidate will be required to complete safer recruitment checks including police and reference checks to help verify their suitability to work for SOS CV. In addition to candidates' ability to perform the duties of the post, the selection process will also delve into the candidate's motivation and approach towards safeguarding.