

Terms of Reference

Position Title	Monitoring, Evaluation and Learning (MEL) Coordinator
Duration / Term	Full-time FXTE, until 15 Nov 2027 with option of 2-year extension
Location	Apia, Samoa
Appointment	Samoa National
Travel	Within Samoa as required
Reporting to	Performance, Quality and Learning Manager
Objective	The MEL Coordinator will work in close collaboration with the Tautua operational and technical teams to ensure effective implementation of Monitoring, Evaluation and Learning (MEL) activities and progress reporting for the Tautua Human Development for All Program. The MEL Coordinator will be directly responsible for overseeing MEL functions and will operate under the guidance of the MEL Advisor.

1 About the Tautua Program

The Samoa Tautua - Human Development for All Program assists in the delivery of Australia's human development commitments in support of Samoa's development priorities. The program is supporting the human development foundations required for Samoa's health security, economic recovery, and continued stability thereafter. Tautua prioritises five interconnected pillars of human development: Education, Health, Gender Equality, Disability and Social Protection. Guided by the Government of Samoa, Tautua is creating transformative change in human development by addressing complex development needs through multi-sectoral, innovative approaches that identify and focus on the underlying issues. Simultaneously, Tautua intends to be able to respond to emergency, short-term needs, build capacity and through research, monitoring and evaluation apply lessons learned and evidence-based decision making to continuously improve delivery. The goal for Tautua is 'improved health, education, gender equality and social outcomes, and social harmony for all Samoans'.

Tautua has three end-of-investment outcomes (EOIOs):

EOIO1: Samoans, especially women and girls, youth, persons with disabilities, the vulnerable and those living in hardship, have more equitable access to health, education, disability and social protection services.

EOIO2: Samoans benefit from the delivery of more inclusive, gender-responsive and higher-quality health, education, community and social development, and social protection services in line with GoS priority areas.

EOIO3: Tautua is an effective partnership between the Governments of Samoa and Australia that supports Samoa's human development priorities and contributes positively to the bilateral relationship and delivers the specific EOIOs of each of the sub-programs.

Tautua identified, during the design and consultation phases, four critical social issues as key areas of initial focus for the program:

CSI 01: Reducing the rise in non-communicable diseases (NCDs) | Health Sector

CSI 02: Reversing stagnated learning outcomes | Education Sector

CSI 03: Reducing the vulnerability of those whose rights to exercise a choice and whose personal safety are threatened | Community and Social Development Sector

CSI 04: Overcoming barriers to inclusive communities | Community and Social Development Sector

2 Scope of Services

The MEL Coordinator will oversee the monitoring, evaluation, and reporting of program performance and results for Tautua-led activities and assist in facilitating learning using those results. This role requires regular program data analysis and identifying areas for additional support. The MEL Coordinator will work closely with the CSO MEL Support, Clear Horizon MEL Advisors and other implementing partner program personnel to identify how results will be used for program improvement through programmatic adaptation.

The successful candidate will have extensive experience in Human Development monitoring and evaluation, including the identification, design and delivery of a range of qualitative and quantitative MEL methods, good facilitation skills, especially with diverse groups, robust data collection and analysis expertise, excellent data management skills, strong attention to detail, and comfort leading technical teams to make sense of, and analyse data. They will also be adept at utilising data and other information for learning and adapting program activities for continual improvement. This individual must be able to collaborate respectfully with multiple team members from diverse backgrounds.

The position will be based in Apia, Samoa and Samoans and people with disabilities are encouraged to apply for the role.

The MEL Coordinator will be responsible for the following tasks:

2.1 Assisting the team and partners to understand the purpose, objectives, roles and expectations of the MEL system

- a. Familiarise and train new team members on how MEL can be used to track and improve delivery and strategy.
- b. Understand GoS partners' MEL systems, data needs and approaches to data collection and how they relate to Tautua's MEL to complement rather than duplicate efforts.
- c. Identify opportunities to capture MEL on a variety of activities and projects – ensuring that data collected is strategic, useful and used to understand impact and learnings for adaptation.
- d. Confidently explain the role of MEL and the responsibilities of each stakeholder regarding MEL activities expected from the MEL system – including data needs, providing access to data, data collection, data analysis, sense making/validation, and reporting.
- e. Assist partners to understand expected and unexpected outcomes and how to capture these.

- f. Work with the CSO MEL Support to provide a comprehensive and valuable MEL system that meets stakeholder needs.

2.2 Data collection, monitoring and reporting

- a. Work with technical teams, partners and DFAT to identify what the focus of monitoring and reporting should be in relation to each project/intervention.
- b. Establish appropriate monitoring tools, timelines and protocols to enable timely data collection.
- c. Ensure that all data collected is disaggregated by sex and disability (and other factors as necessary).
- d. Develop a whole of program annual monitoring workplan that specifies what data is to be collected, when, how and by whom and monitor its implementation.
- e. Review data reported from specific program activities (e.g., feedback, training) to ensure data accuracy and completeness.
- f. During routine and ongoing data review, communicate any problems with data quality to the relevant program person to ensure accurate data collection and reporting and follow up to make sure the problems are addressed.
- g. Complete routine project reporting tools and forms according to the program schedule (work planning, two semi-annual reporting periods, and additional as needed), collaborating with the CSO MEL Support, Clear Horizon MEL Advisors and Tautua Technical team.
- h. Organise and supervise various field activities to support high quality data collection and reporting, identifying any challenges and providing on-the-spot solutions.
- i. Analyse qualitative data, triangulate with available quantitative data, develop draft reports, with recommendations on action-oriented conclusions to Tautua team.
- j. Draft accurate and timely responses to ad hoc data requests from the program, DFAT and partners.

2.3 Evaluative activities

- a. Work with the CSO MEL Support and technical teams to identify expected outcomes and impacts of activities/projects and suggest suitable ways of measuring progress and achievement.
- b. Proactively lead and collaborate with DFAT, CSO MEL Support, technical teams and partners to identify evaluative activities that will enable understanding of outcomes and impact.
- c. Identify roles and responsibilities, and expectations of Tautua and partners in evaluative activities.
- d. Manage the conduct of evaluative activities in collaboration with the CSO MEL Support and implementing partners under Tautua.
- e. Undertake selected field level qualitative data collection for Tautua activities as identified in the MEL workplan.
- f. Liaise with the CSO MEL Support and implementing partners to develop data capture tools that will assist with evaluative activities.
- g. Ensure that all evaluative activities are analysed through a GEDSI lens, i.e., that the outcomes and experiences of men, women, SOGIE and people with disability are analysed.

2.4 Program learning and adaptation through data use

- a. Synthesising data collected through the MEL system, prepare evidence matrix prior to six monthly internal reflection workshops.

- b. Summarise evidence matrix and prepare presentation of findings and learnings for partner reflection workshops.
- c. Assist in coordinating and facilitating periodic pause and reflect activities, including but not limited to Tautua specific assessments and reviews.
- d. Take notes of all reflection workshops, facilitate after action reviews and prepare reports.
- e. Ensure the Tautua team seeks and records learnings and adaptations from consultations with target groups.
- f. Document learnings from MEL processes/reports and submit learning agenda to Tautua team to identify opportunities for learning and adaptation.
- g. Contribute to cross-program learning by sharing experiences and lessons learned by Tautua team.
- h. Identify opportunities for operational and programmatic research, provide inputs as needed for development of protocol, data collection, data analysis, and report writing, with guidance from the Clear Horizon MEL Advisor.

2.5 MEL Management Information System

- a. Familiarise and train the team on how the MIS can be used to track and improve delivery and strategy.
- b. Support and encourage the team to identify, collect and enter accurate information into the MIS.
- c. Ensure that all data in the MIS is disaggregated by sex and disability (and other factors as necessary).
- d. Lead the comprehensive management of Tautua's MIS, including optimisation, utilisation, troubleshooting, identifying improvement opportunities, and collaborating with technical teams for system upgrades.
- e. Generate regular reports, dashboards, and data visualisations, to support program management, stakeholder communication, and decision-making processes.
- f. Provide end-user support, including staff training on MIS usage and data management practices, technical assistance, and development of user guides and documentation for MIS processes.
- g. Manage user access and security protocols to ensure data protection and appropriate system utilisation.
- h. Stay updated on relevant technologies and best practices in MIS, continuously enhancing system capabilities and efficiency.

3 Qualifications and Experience

Essential

- Tertiary degree in social sciences, development or other analytics field plus 5 years of relevant experience.
- Experience in designing and implementing qualitative and quantitative studies, including incorporating GEDSI focus and analysis.
- Must have experience in quantitatively and qualitatively analysing MEL data and synthesising findings for programmatic use.
- Analytical thinking skills to break down complex data and information into manageable components and use evidence and logic to draw conclusions and make decisions.

- Ability to respond positively to change and adjust MEL approaches as needed and manage competing priorities in dynamic program environments.
- Excellent report writing skills in English.
- Experience in facilitating learning and reflection processes with diverse groups.
- Proficiency with Microsoft Excel.

Desirable

- Experience in programs addressing gender equity, social inclusion, and locally led development.
- Experience designing and delivering capacity building on basic MEL and reporting.
- Experience in managing Management Information Systems, preferably in international development or similar complex programs.
- Excellent project management skills, with the ability to manage multiple priorities efficiently.
- Experience managing electronic data capture and working with real-time monitoring of data.
- Prior experience working on a DFAT funded program.