



**Position Title: Meal Manager**  
**Department: Programming**  
**Location: Athens, Greece**  
**Reports To: Head of Programming**

CVs have to be sent in English with email to [GRE\\_HumanResources@crs.org](mailto:GRE_HumanResources@crs.org) with subject Meal Manager

### **About Us**

CRS is responding to the humanitarian needs of refugees arriving in Europe and the Balkans from the Middle East and Africa. Since July 2015, CRS has been working with 10 local partners in Greece, FYR of Macedonia, Serbia, Croatia, Slovenia, Albania and Bulgaria providing immediate food and non-food relief assistance, as well as shelter, sanitation, medical care and translation services. CRS partners include CARITAS members, as well as local NGOs. CRS' Emergency Response (ER) strategy aims to provide appropriate Shelter, Information and Relief assistance to migrants and refugees, so that they are able to travel safely and with dignity through Europe and the Balkans.

The project in Greece is providing shelter to vulnerable refugees and migrant as well as integration activities. Protection services will include case management and psychosocial support; gender sensitive support, including female translators and medical practitioners; Children Friendly Spaces (CFS) and integration activities for youth; anti-trafficking and GBV awareness raising and capacity building of civil society and government actors; and the provision of targeted multi-purpose cash grants.

### **Job Summary**

The MEAL Manager is responsible for leading and managing high quality monitoring, evaluation, accountability and learning (MEAL) initiatives of CRS Greece, which includes shelter, cash and livelihoods and integration. The MEAL Manager's role includes but is not limited to: the development of standardized data collection tools and database systems, frequent data collection, verification of results reported, analysis and presentation of findings and project progress, implementation of project accountability mechanisms, and the provision of feedback to partners. The MEAL Manager will ensure that systems are in place to measure programs' impact and progress, that data is readily available to be used as a foundation for programmatic adjustments and evidence-based decision-making and that learning is incorporated at all stages of the program cycle.

### **Major Responsibilities:**

#### **MEAL system**

- Manage the establishment and improvement of the MEAL system according to CRS MEAL policies and procedures, including CRS Emergency MEAL guidance.
- Maintain MEAL binders to ensure that they are complete, up-to-date, high quality, and contain tools, data flow maps, and analysis plans that address all information needed for good program quality and donor reporting and are compliant with MEAL Policies and Procedures.
- Manage development of results Frameworks, ProFrames, ME Plans, Analysis Plans and MEAL narrative in proposals
- Lead in the collection and analysis of accurate data (quantitative and qualitative), to be used in decision-making for improved program performance.

- Manage project monitoring arrangements comply with the project and donor agreements, and in particular, ensure that the agreements are concretely operationalized.
- Prepare timely data for report for projects, assessments and evaluations under areas of responsibility.
- Identify and enhance ICT4E solutions (technology)
- Work with colleagues leading specific sectors to design assessments as needed.
- Data Management is key to this position; organizing, spot-checking, analysis, review.
- Database Management; managing user level and user restriction followed, spot check data.

### **Tool Development**

- Lead the development and standardization of forms and tools to collect data on project monitoring indicators, results, effects and impacts (Simple Measurement of Indicators for Learning and Evidence-based Reporting, also known as SMILER)
- Develop data flows, reporting maps and templates, to ensure the appropriate information arrives to the right program staff in a timely and efficient manner
- Enhance the development of digital data collection systems, where appropriate
- Train and support relevant partner staff on the use of tools and management of data flow
- Ensure that all project monitoring arrangements comply with the project and donor agreements and, in particular, ensure that the agreements are concretely operationalized.

### **Collection, Review and Analysis of Monitoring and Evaluation Data**

- Conduct frequent field visits to monitor the implementation of program activities
- Systematically collect data or support data collection on these programs, including feedback from communities
- Validate all collected data, to ensure it is accurate and of the highest quality
- Lead the analysis of data collected for research and evaluation purposes
- Ensure all data is recorded in relevant project databases in a timely and accurate manner
- Participate in all aspects of realizing studies and evaluations, which includes but is not limited to: planning and arranging logistical arrangements for field research, overseeing sampling strategies, leading the selection of sites to be visited, attending research and tool training workshops, leading quantitative, qualitative and participatory data collection efforts in the field, supervising the execution of field studies and ensuring the reliability and validity of data collected therein

### **Reporting**

- Produce timely reports and updates, as requested
- Write high quality reports on research findings, as requested

### **Beneficiary accountability**

- Ensure active participation of beneficiaries and other stakeholders in the MEAL process.
- Provide analysis and take into account the information needs of communities, project participants and other stakeholders in the MEAL system.
- Identify methods through which beneficiaries can be more involved in defining program success indicators, and monitoring program progress management of collective communication approaches, working with program staff to ensure these are used effectively
- Ensure transparent and effective targeting of project participants based on clear criteria and participatory methods.

- Design and develop an effective mechanism for collecting and responding to feedback from the communities and project participants.

#### **Partner Support**

- Conduct frequent visits to project partner offices and sites
- Review data collection systems as implemented by partners, to ensure rigor and appropriateness of practices
- Lead formal training events for partner MEAL staff, to enhance their capacity for sound MEAL implementation
- Accompany and mentor partners after MEAL trainings, to ensure knowledge retention and address concerns which may emerge

#### **Typical Background, Experience & Requirements:**

##### **Education:**

- Bachelor's degree from a recognized institution
- A Master's degree will be considered an asset

##### **Experience:**

- Minimum of three years' experience in MEAL; emergency experience preferred.
- Experience with digital data collection preferred.
- Experience working with refugees, national and local partners, and international NGOs;
- Extensive experience with donor funding regulations.

##### **Knowledge:**

- Excellent understanding of local NGOs and government system, with knowledge and appreciation of the vision and mission of CRS
- Knowledgeable in participatory and rural development processes
- Acceptance of cultural differences in a continuously changing environment

##### **Skills:**

- Proven organizational skills and ability to manage multiple tasks simultaneously
- Excellent written and interpersonal communication skills
- Highly skilled in personnel and financial management, technical writing and proposal development
- Mature disposition in appropriately managing sensitive situations
- Strong skills in assessing and developing partner capacity including institutional strengthening, mentoring and coaching
- Proficient in MS Office programs.
- Proficiency in English; other local languages a strong advantage

##### **Personal Qualities:**

- Must be scrupulously honest and always foster an atmosphere of trust and integrity

##### **Interpersonal Qualities:**

- Communicates strategically and functions efficiently under pressure

- Manages stress and complexity
- Actively promotes safety and security
- Manages and implements high-quality emergency programs

**Required Foreign Language:**

- Fluency in English and Greek (both spoken and written).

**Key Working Relationships:**

**Internal**

- Country Representative, Emergency Coordinator, CP Program Managers
- Procurement/Administration team, EMECA and HRD staff.

**External**

- CRS Partners in Greece, Macedonia, Serbia, Bulgaria, Albania and Croatia
- Other NGOs, UN agency representatives
- Donor representatives

**Supervisory: Yes**

**Disclaimer:** This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

**CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.**

**Equal Opportunity Employer**