



## Vacancy Announcement

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future. Mercy Corps has been working in Liberia since 2002.

**Mercy Corps invites applications from all interested and potential Liberian candidates for the following position(s):**

1. Sr. Learning & Reporting Officer (LEARN) - **01 positions, based in Monrovia, Montserrado County.**
2. Please find below the full position description for this position.

*“Fostering a diverse and open workplace is an important part of Mercy Corps’ vision, and we encourage people from all backgrounds, especially women and members of disadvantaged groups to apply. Mercy Corps is an Equal Opportunity Employer”.*

3. How to apply?

Interested and qualified candidates are requested to submit their detailed CV with a cover letter along with other relevant certificates to the email address [lr-jobs@mercycorps.org](mailto:lr-jobs@mercycorps.org). You are requested to mention the title of the position on the subject line of the e-mail while applying.

Hard copies of the CV with cover letter along with all relevant certificates can be dropped at Mercy Corps’ Office located at “Tubman Boulevard Sophie Junction Opposite SOS Clinic, Monrovia”. Label the left corner of the envelop with the title of the position for which you are applying.

Last date for the submission of CV’s is October 10, 2021 by 04:00 pm. Mercy Corps reserves the right to accept or reject any or all CV(s) without assigning any reason. Only shortlisted candidates will be contacted. Telephone enquiries will not be entertained.

**“The recruitment processes will be ongoing while receiving applications”.**

**FEMALE CANDIDATES ARE ENCOURAGED TO APPLY!**

# SENIOR LEARNING & REPORTING OFFICER

## Position Description

<b>Location</b>	Monrovia, Liberia (with occasional travel)
<b>Position Status</b>	Full-time and Regular
<b>Salary Level</b>	Based on experience and qualifications
<b>Current Team Member</b>	This is a new position

## About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

## Department Summary

The Senior Learning & Reporting Officer sits within the Monitoring, Evaluation and Learning (MEL) team, which forms a critical component of the broader agency Strategy and Learning Initiative that seeks to drive greater evidence-based decision-making for greater program impact and accountability. The MEL team works directly with agency leadership – in country and at headquarters – to strengthen MEL, Reporting and Community Accountability and Reporting Mechanisms (CARM), by positioning it as a strategic functional area that is a critical mechanism for learning and is a part of good business practice for the agency. The team represents Mercy Corps externally to ensure our experience helps shape the relief and development field and to ensure that Mercy Corps keeps abreast of developments in donor and peer agency approaches.

## General Position Summary

The Senior Learning & Reporting Officer is responsible for documenting and communicating results and learning about Mercy Corps' programs to a range of stakeholders including donors, government agencies, internal staff and participants. The Senior Learning & Reporting Officer works closely with our partners, to raise awareness about our work and engage audiences with stories and information of interest.

*This position sits within an expanding department and has room for growth into areas including grants management, new business development and portfolio expansion.*

## Essential Job Responsibilities

### LEARNING

- Support the MEL Manager to develop and track learning plans for each program, which guide key questions and learning activities through the life of the program and contribute to countrywide and global learning;
- Support the MEL Manager to implement quarterly learning and reflection meetings by facilitating logistical arrangements, documentation and reporting;
- Work with the MEL Manager to use evidence from the Monitoring, Evaluation and Learning team (including CARM) to document lessons learned for programs and MC Liberia;

- Support the MEL Manager and Director of Programs to build a culture of adaptive management, evidence and learning by capturing and documenting lessons learned and sharing them with program teams and leadership;
- Facilitate the sharing of lessons learned outside of Liberia, to our Mercy Corps colleagues across the globe and other key partners.

## REPORTING & COMMUNICATIONS

- Lead program teams in report coordination, planning and drafting;
- Copy edit and provide feedback on final reports prior to submission to headquarters and donors;
- Draft captivating success stories about our work;
- Ensure proper documentation and filing of reports and other documents in digital filing system;
- Ensure regular MC Liberia updates on social media platforms, Workplace, and The Globe;
- Develop communications guidelines based off MC global guidance, and build the capacity of the team to follow them;
- Train communications champions within each program to implement the communications guidelines;
- Manage photography (or contracted vendors) at MC Liberia events;
- Manage publications and promotional materials produced by MC Liberia.

## ORGANIZATIONAL LEARNING

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

## ACCOUNTABILITY TO BENEFICIARIES

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

## Supervisory Responsibility

None

## Accountability

**Reports Directly to:** MEL Manager

**Works Directly with:** Country Director, Director of Programs, Team Leader/Program Managers/Program Coordinators, all Department Heads

## Knowledge and Experience

- Bachelor's degree in any social science, advanced degree preferred;
- Exceptional written, verbal and interpersonal communication skills in English;
- Experience in communications, journalism, reporting and/or knowledge management;

- Experience developing captivating content;
- A strong network within Liberia including government, NGO, private sector and other contacts;
- Ability to uphold a strict level of confidentiality;
- Proficient in Microsoft Office Suites, experience with design software (Adobe, Canva, etc) preferred;
- Exceptional time management, planning and organizational skills;
- Ability to work independently, dynamically and effectively under pressure;
- Ability to coordinate and collaborate across departments with a variety of stakeholders;
- Must be analytical, detail-oriented, conscientious and flexible;
- Self-starter and persistent.

## **Success Factors**

The Senior Learning & Reporting Officer must have exceptional written and analytical skills. They can read a document and quickly capture key ideas and provide critical and constructive feedback. They need to be a fast learner, who thinks quickly on their feet, but also doesn't succumb to pressure. They are dynamic and can work simultaneously on multiple tasks with a willingness and ability to work effectively with a wide variety of people. They can work as part of a team and coordinate with all stakeholders. When there is a gap, they step in to fill it, working proactively to ensure work gets done, no matter who is responsible.

## **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

## **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 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 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.