

Technical Officer

ROLE SUMMARY

The **Technical Officer** provides technical support to the Operations Group on results-based monitoring and evaluation, performance analysis, planning support, and operational information systems. The position operationalizes the Foundation's RBM/M&E frameworks, standards, indicators, protocols, and reporting requirements within the Operations Group and provides timely, reliable, and evidence-based information to support management oversight and decision-making.

The position supports the Operations Manager and Unit Managers in planning, monitoring, and assessing Operations Group's performance. This includes consolidating operational plans and targets, tracking progress against agreed plans and indicators, conducting data-quality checks, analyzing performance trends and variances, and identifying emerging issues, gaps, and matters requiring management attention.

QUALIFICATIONS

Education

- Bachelor's degree in Statistics, Industrial Engineering, Economics, Development Studies, Public Administration, Social Sciences, Research, or a related field; Master's degree preferred.

Experience

- At least 5 years of relevant experience in monitoring and evaluation, organizational performance measurement, research, or institutional assessment
- Demonstrated experience in developing and implementing M&E frameworks, indicators, and reporting systems
- Strong experience in data analysis, evaluation, and performance reporting
- Experience supporting organizational planning, strategy, or performance management processes
- Experience working with development organizations, donors, government agencies, or multi-stakeholder initiatives

DUTIES AND RESPONSIBILITIES

Operations Monitoring, Evaluation, and Performance Information Management

- Operationalize the Foundation's RBM/M&E frameworks, standards, indicators, protocols, tools, and reporting requirements within the Operations Group.
- Maintain and continuously improve Operations-level indicators, monitoring tools, reporting templates, and performance-tracking requirements consistent with institutional M&E standards.

DUTIES AND RESPONSIBILITIES

- Consolidate and track Program, Area, project, and portfolio performance against approved plans, targets, indicators, and commitments.
- Analyze consolidated performance information to identify significant trends, variances, gaps, risks, and emerging issues, and provide evidence-based recommendations for management action.
- Coordinate with the Institutional M&E Officer on institutional M&E requirements, data standards, indicators, and performance information required for Foundation-wide consolidation and reporting.

Information Systems, Data Quality and Information Management

- Oversee Operations-level information systems and information management processes, including the project information system, program and project databases, reporting tools, and other operational information systems, in coordination with the Operations Specialist and ICT Officer.
- Establish and apply Operations-level data definitions, validation requirements, quality controls, and information standards consistent with Foundation-wide M&E standards and protocols and oversee the quality and fitness of operational data for monitoring, analysis, and reporting.
- Identify and address systemic data-quality and information- management issues and recommend improvements to information systems, reporting processes, and data workflows.
- Define Operations information system and reporting requirements and coordinate the development, testing, validation, and implementation of approved system enhancements with ICT, ensuring that system outputs meet Operations monitoring, analysis, portfolio oversight, and reporting needs.

Performance Analysis, Consolidated Reporting and Decision Support

- Consolidate performance information from Programs, Area Teams, credit/portfolio sources, and other relevant systems into operational, management, Board Committee, and donor reports, dashboards, statistical summaries, and other required outputs.
- Analyze consolidated performance information to identify significant trends, variances, risks, gaps, and emerging issues, and communicate relevant assumptions, limitations, and material data-quality concerns.
- Translate performance analysis into key findings, insights, and evidence-based recommendations to support management review and decision-making, and provide timely information to the Operations Manager, Unit Managers, and other authorized users.

Operations Planning and PDIME Support

- Support the Operations Manager in consolidating and reviewing Operations plans, targets, and implementation schedules submitted by Programs and Area Teams.
- Support the consolidation of PDIME milestones, reporting requirements, and monitoring information across Programs and Area Teams, and flag significant gaps or overdue requirements to the responsible Unit Managers.
- Coordinate with Program and Area roles on planning and reporting requirements, data validation, and follow-up actions arising from monitoring.

DUTIES AND RESPONSIBILITIES

- Provide analytical inputs to annual, mid-year, strategy, and other periodic planning and performance-review processes of the Operations Group.
- Support planning adjustments and recalibration of priorities based on performance evidence, emerging risks, implementation experience, and changing operational conditions.

Technical Coordination and Systems Improvement

- Provide technical guidance to Area, Program, Credit, and Operations support roles on RBM/M&E, reporting, analysis, and appropriate use of performance information.
- Recommend improvements to M&E, reporting, data management, and analytical processes, tools, and workflows based on implementation experience, user feedback, and identified operational needs.
- Coordinate with the Institutional M&E Officer, Senior KM Officer, ICT, Finance, and other relevant functions on M&E, information system, and reporting requirements.