



Advertisement:

Services Manager (Monitoring, Evaluation and Learning)

Full-Time. Based in London with up to 40% travel.

November 2017



R-ID-058

Services Manager (Monitoring, Evaluation & Learning)
Full-Time. Based in London with travel up to 40%.

Who we are:

Integrity is an international consultancy and ethical service provider working in fragile, conflict-affected and complex environments around the globe.

We help our clients in government, international development and the private sector to succeed in these challenging environments, while building trust with and giving voice to local people. Our access and trust at a community level, combined with our global perspectives, produce powerful recommendations and deliver positive and sustainable change.

Our vision is to set the standard for ethically delivered, expert services in conflict, post-conflict and fragile environments. Through our work we help the international community transform conflict and build stability, accountability and prosperity. We do not advocate, we listen, comprehend and recommend. We implement based on evidence and learning.

Headquartered in London, Integrity operates regional offices in Lebanon, Turkey and Kenya. Our multi-national team of over 50 specialists has extensive experience of delivering complex programmes in fragile geographies across Africa, Asia and the Middle East.

We deliver five key services: programme management and implementation / project and programme design, monitoring and evaluation / research and analysis / stakeholder engagement / capacity development.

Further information about Integrity can be found at www.integrityglobal.com.

Scope of work:

Integrity is hiring a Services Manager (SM) to develop and support its growing delivery portfolio, with a particular focus on Monitoring, Evaluation and Learning (MEL). The SM will be based in London, with expectations for travel and with opportunities for relocation. The SM sits within Directorate Services, which holds functional responsibility in the company for project design, delivery and learning.

The SM role includes responsibilities in project management, technical delivery, business and proposal development, and wider institutional learning. The SM will work flexibly across Integrity's different services and directorates and will be attracted to a fast-paced working environment.

Terms of reference:**A. Project Management (30%)**

- Responsible for quality delivery, on budget and on time, and for maintaining client satisfaction.
- Ensures adherence to company delivery processes.
- Deputises for the Project Director and Team Leader as required.
- Manages day to day client and consortium contract management.
- Manages internal and external project teams, including senior external consultants, on a day to day basis.
- Plans and manages work flow, including internal resource requests.
- Manages the production of project deliverables, delegating as necessary.
- Manages project level risks, escalating as appropriate.
- Oversees operational and logistical arrangements for the project, as provided by Operations Team.
- Manages project finances, including:
 - Financial reporting activities with consultant, sub-contractors and suppliers, ensuring timelines for programme invoices and project expenses are met.
 - Preparation of project expense reports in line with client and corporate requirements, documenting and storing receipts and invoices in hard and soft copy, and updating relevant trackers on a continuous basis.
 - Preparation of client and company monthly invoicing forecasts, analysing likely labour inputs and project expenses each month.
- Manages learning processes and shares with wider team.
- Manages internal communications to ensure project is linked to the wider company.
- Manages external communications on the project.
- Reports internally on technical and financial performance, plans/forecasts, risks and challenges.
- Approves technical and financial changes to delivery plan (contract/work plan/budget), in line with delegation of authority (recommending upwards to Delivery Sponsor where necessary).
- Ensures quality assurance process is followed.

B. Technical Delivery (25%)

- Provides technical inputs to contracted projects, particularly in MEL roles.
- Undertakes quality assurance of technical proposals and external project deliverables, particularly those with a focus on MEL.

C. Proposal and Business Development (25%)

- Supports efforts to identify new business opportunities.
- Contributes to the development of bids for new work, including writing technical and commercial proposals.
- Leads and/or supports technical design processes, particularly for monitoring, evaluation and learning assignments.
- Identifies new consultants with the appropriate technical, management and thematic skills to deliver Integrity's growing portfolio of work; grow and nurture the database of MEL consultants ahead of upcoming opportunities.

D. Thought Leadership and Learning (10%)

- Understand, monitor and disseminate new agendas and trends within the field, with a particular focus on contribution analysis, third-party monitoring, conflict sensitive indicator development, quantitative monitoring, impact assessments and learning.
- Enhance Integrity's approaches and methodologies in relation to MEL, with a view to promote innovative practices and position the organisation as practice/thought leader.
- Develop and update thematic and technical brochures that demonstrate Integrity's capacity and expertise for internal and external dissemination.

E. Staff Management (10%)

- Line and performance manage colleagues at officer level and below.

Experience:

- Minimum five (5) years' experience working in the international development and/or consultancy sector.
- Designing and delivering monitoring, evaluation and learning services as stand-alone projects and/or within larger projects.
- Project management, including design and management of work plans, client management and reporting, team management and financial management.

Desirable:

- Experience in governance, conflict, economic development and health.
- Working with DFID and/or FCO.
- Working in FCAS environments.
- Personnel management.
- Software expertise, e.g. Microsoft Excel, Access etc.
- Quantitative research methods.

Competencies:

Level 1: Team competencies	Level 2-4: Management competencies
<ol style="list-style-type: none"> 1. Ethics 2. Leadership 3. Planning and Organising 4. Development and Continual Learning 5. Results Focus and Initiative 6. Teamwork 7. Customer Orientation 8. Communication 9. Managing Change 	<ol style="list-style-type: none"> 1. Analytical and Flexible Thinking 2. Achievement Focus 3. Managing Resources 4. Teamwork and Team Leadership 5. Customer Orientation 6. Influencing 7. Organisational Knowledge 8. Organisational Alignment 9. Strategic Thinking 10. Accountability 11. Developing Talent

Languages:

- Written and oral fluency in English required.
- French and/or Arabic and/or Spanish and/or Mandarin an advantage.

How to apply:

If you are interested in applying for this position, please complete the application form at www.integrityglobal.com/apply and attach a CV and Cover Letter at the bottom of your application.

Closing date for applications: **15 December 2017**

Please be advised that only shortlisted applicants will be contacted.

Candidates must have the right to work in the UK.

Integrity is an equal opportunities employer. And positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We will respect your confidentiality and abide by UK data protection laws.



**LISTEN
COMPREHEND
RECOMMEND**