



Rapid Response Role Profile

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| Job Title | PMER Coordinator |
| Classification Level | |
| Immediate Supervisor's Title | Head of Emergency Operations/ Operations Manager |
| Number of Direct Reports (if applicable) | |
| Number of Indirect Reports (if applicable) | |

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to PMER Officer, deployed in a Federation co-ordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

Job purpose

The PMER Coordinator is responsible for setting up a PMER framework for the operation and for developing and ensuring quality PMER systems and processes and for the effective delivery of these during the operation. This role provides direct technical advice and guidance to operational leadership and to technical programme managers in all areas of PMER - planning, monitoring, evaluation/review, reporting, learning and accountability. The Coordinator will also be responsible for strengthening PMER capacity of the NS(s) and ensuring core competencies in PMER across the deployed surge team, through on-the-job training and mentoring. The PMER Coordinator will work in close collaboration with the Information Management (IM) / Emergency Needs Assessment (ENA) and Community Engagement and Accountability (CEA) teams to coordinate systems and approaches to monitor the evolving context and needs and to collect and analyse up-to-date data to inform operational decision-making. The PMER Coordinator will ensure PMER is central to operational strategy and delivery and that PMER standards and deadlines are adhered to in the operation, to support quality programming, accountability and learning.

When a need for PMER Rapid Response support is identified within an operation, the PMER Coordinator profile will be deployed in the first instance to support PMER systems, functions and delivery. A PMER Officer may be deployed in addition to a PMER Coordinator when the nature of the response requires additional support for PMER systems and delivery.

Role (Job Requirements)

Job duties and responsibilities

1. Planning

- Lead and guide the planning process to develop quality plans for the operation, ensuring engagement and compliance from all management, technical and support team to a results-based and adaptive process.
- Ensure compliance with IFRC standards for planning
- Set up systems and guidance to support the development of quality plans from each sector and to enable the consolidation and subsequent revisions of the EPOA to inform a coherent, high-quality plan.
- In addition to the existing results-based management approach to planning, promote an adaptive management approach to planning, working closely with IM and CEA teams if present, to ensure that feedback and lessons learned inform the evolution of the operational response.
- Ensure that PMER is well represented and supported in the operational planning and budgeting (e.g. plans and resourcing for setting up PMER systems, products and deadlines) and in operational management.

- f. Set up a Federation-wide planning approach / system or cooperate on a Movement-wide approach as required within the operation e.g. for a One International Appeal.

2. Monitoring

- a. Manage the development and implementation of a M&E plan for the operation, including outlining data sources, collection methods (quantitative and qualitative methods), frequency, and audience.
- b. Design and establish system(s) to collect reliable and timely monitoring data that captures the operation's implementation and informs operational management and quality programming.
- c. Liaise closely with IM / ENA teams to define and agree data sources, collection methods and management systems for quantitative and qualitative data.
- d. Provide technical guidance to management and sectoral teams to support the development of quality M&E plans and activities, that include clear indicators, and outline data sources, collection methods, frequency, and audience.
- e. Coordinate with external actors to maximize coordination and collaboration around data collection, to benefit from secondary data and reduce duplication and the negative impact of assessment fatigue.
- f. Lead on the development of a Federation-Wide Monitoring System within the operation as relevant, to provide reliable and timely, monitoring data to inform strategic planning, where relevant.
- g. Ensure a sound analysis of monitoring findings and a clear presentation of these to management, through reports, data visualization and evidence based documentation, to inform decision-making
- h. Undertake field monitoring visits with technical and NS teams.

3. Evaluation

- a. Coordinate and oversee any surveys, reviews, lesson-learning exercises/workshops, evaluations, or other relevant studies, to ensure they are timely, useful and ethical and uphold IFRC's criteria and standards.
- b. Ensure all review or evaluation work is evidence based and considers the outcomes, as well as the outputs of the response, to ensure that this informs future operational decision-making and quality programming
- c. Lead or participate in any internal reviews of operational progress, including lesson learning reviews
- d. Promote the sharing of findings and lessons from M&E processes to inform future implementation.

4. Reporting

- a. Establish and manage a reporting timetable and deadlines for the operation and monitor this timetable to ensure all agreed deadlines have been met.
- b. Manage efficient and effective quality control and delivery of reporting on the operation (e.g. Ops Updates, situation reports, information bulletins, and other relevant reports) and ensure all reports are clear, accurate and informative.
- c. Ensure that all reporting on the operation is compliant with the IFRC's standards and formats.
- d. Collaborate with technical and support managers, particularly finance and PRD, to ensure compatibility between narrative and financial information in all reports and for any pledge-based reporting.
- e. Engage with RCRC Movement and external partners to ensure there is appropriate knowledge of what others are doing in the operational context to inform reporting.
- f. Set up the Federation-wide reporting system or facilitate Movement-wide reporting within the operation as required.

5. Accountability

- a. Ensure the accountability focus of all PMER work across the operation, working closely with the CEA team to ensure accountability to affected populations
- b. Promote a culture of accountability with management and across all sectors
- c. Lead and manage evidence-base of monitoring and evaluation work on the operation, to inform accountability to donors and partners

6. Learning

- a. Set up systems and forums for capturing and sharing operational learning
- b. Promote learning and information sharing from all operational monitoring, reviews or evaluations so that it can inform decision-making and the direction of the operation

Duties applicable to all staff

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| 1. | Actively work towards the achievement of the Federation Secretariat's goals |
| 2. | Abide by and work in accordance with the Red Cross and Red Crescent principles |
| 3. | Perform any other work-related duties and responsibilities that may be assigned by the line manager |

Profile (Position Requirements)

| Education | Required | Preferred |
|--|----------|-----------|
| Graduate degree in a relevant humanitarian or Social Sciences, ideally studies relating to data management, statistics etc. | ⊙ | |
| Post-graduate qualification in a PMER or related field | | ⊙ |
| Basic Delegate Training Course or IMPACT, ERU, CAP Training or equivalent experience | ⊙ | |
| Experience | Required | Preferred |
| 5 or more years' experience working for the RCRC Movement | ⊙ | |
| 5 or more years' experience of working in PMER | ⊙ | |
| Experience in NS capacity strengthening | ⊙ | |
| Management of staff or teams | ⊙ | |
| Experience working in an emergency response context | ⊙ | |
| Background in data collection, management, analysis and presentation methods and tools, and ability to set up systems and procedures for reliable data collection and management | ⊙ | |
| Knowledge & Skills | Required | Preferred |
| Knowledge of IFRC's PMER systems, including the Results' Matrix, the Apple System etc | | ⊙ |
| Skills in supporting organizational learning, accountability and performance | ⊙ | |
| Strong analytical and written skills, including report writing and presentation skills | ⊙ | |
| Knowledge of learning approaches | | ⊙ |
| Designing and using PMER concepts, tools, and best practices | ⊙ | |
| Experience in IFRC PMER systems and standards | ⊙ | |
| Knowledge of results-based or adaptive management systems and processes | ⊙ | |
| Knowledge and skills around results-based planning (logframe) and setting up robust planning systems for complex programmes | ⊙ | |
| Knowledge of assessment, survey and monitoring methodologies and experience implementing them | ⊙ | |
| Competencies in evaluation and review for disaster response or recovery work | ⊙ | |

| Core Competencies | Tier 1 | Tier 2 | Tier 3 |
|--|--------|--------|--------|
| Movement context, principles and values | | ⊙ | |
| National Society Capacity Strengthening | | ⊙ | |
| Coordination | | ⊙ | |
| Assessment | | ⊙ | |
| Direction Setting and Quality Programme Management | | ⊙ | |
| Information Management | | ⊙ | |
| Resource Management | | ⊙ | |
| Safety and Security | | ⊙ | |
| Transition and Recovery | | ⊙ | |
| Community engagement and accountability | | ⊙ | |
| Protection, Gender and Inclusion | | ⊙ | |
| Environmental Sustainability | | ⊙ | |
| Collaboration and teamwork | | ⊙ | |
| Conflict Management | | ⊙ | |
| Interpersonal Communication | | ⊙ | |
| Cultural awareness | | ⊙ | |
| Judgement and decision making | | ⊙ | |
| Motivating Others | | ⊙ | |
| Personal resilience | | ⊙ | |
| Integrity | | ⊙ | |

| Languages | Required | Preferred |
|--|----------------------------------|----------------------------------|
| Fluently spoken and written English | <input checked="" type="radio"/> | |
| Good command of another IFRC official language (French, Spanish or Arabic) | | <input checked="" type="radio"/> |
| Other languages: | | |