CRS JOB DESCRIPTION

Job Title: MEAL Program Manager I	**Reports to:** Head of Programs
Department: Programs	**Salary Grade:** 9
Country/Location: Egypt (with travel to Yemen as required)	

Background

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, health, agriculture, education, microfinance and peacebuilding.

The CRS Egypt country program began in 1956 at the invitation of the Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs. CRS Egypt works in a wide variety of areas within the development field.

CRS began work in Yemen in 2018. Along with local partners, CRS is working to reduce disaster risks, strengthen community resilience, provide sustainable, safe, and clean water access, improve sanitation, support young people to find work, and provide a quality education for children in a safe environment.

Job Summary

The Program Manager (PM) for Monitoring, Evaluation, Accountability and Learning (MEAL) will lead a highly effective team to ensure high-quality monitoring, evaluation, accountability, and learning practices across CRS Egypt and Yemen's programs across all stages of the program cycle. Manage tools and recommend methods appropriate to scope, context, and technical requirements of these projects. Coordinate MEAL activities, maintain relationships with partners and other project stakeholders to support project objectives and advance Catholic Relief Services' (CRS) work serving the poor and vulnerable. Utilize technical MEAL skills and knowledge to manage and analyze data, ensure donor compliance, and support learning initiatives to ensure continuous improvement and the delivery of high-quality programming in the country program

The PM for MEAL will coordinate the overall strategic development of MEAL for the country program (CP) in Egypt and Program Office in Yemen line with the agency MEAL policies and procedures, as well as industry standards and best practices. The PM for MEAL will also be responsible for investing heavily in building the MEAL capacity of CRS and partner staff to achieve quality and coordinated approaches across all programs.

Roles and Key Responsibilities

- Lead and develop a high-performing MEAL team through effective performance management, recruitment, onboarding, coaching, and capacity strengthening, ensuring adherence to CRS, agency, and international standards and best practices.

- Develop the projects MEAL system and manage MEAL implementation activities through the project cycle - start-up (including project proposal and design), implementation and close-out - in line with CRS program quality principles and standards, donor requirements, and best practices.
- Contribute to needs assessments and support the development of results frameworks, theories of change, Proframes, and SMILER (Simple Measurement of Indicators for Learning and Evidence-based Reporting). Provide technical support for quality MEAL design, including tools and methods, appropriate to scope, context, and technical requirements of a project.
- Provide technical support in analyzing qualitative and quantitative MEAL data, while ensuring data quality and data management practices.
- Integrate data analysis, and reflection to drive improvements in ongoing project activities to strengthen evidence-based and high-quality programming.
- Ensure compliance with donor and agency MEAL requirements by consistently applying established standards and monitoring adherence across activities.
- Communicate agency approach to MEAL and key findings to CP colleagues and partners.
- Maintain collaborative relationships with community members and key stakeholders by engaging regularly, fostering open communication, and supporting meaningful participation in program activities.
- Promote learning and adaptive management at the project level by ensuring quality reflection events are on track and ensuring the systematic use of MEAL data to inform decision-making, improve program quality, and drive continuous learning.
- Promote country-level learning across Egypt and Yemen by leading cross-project learning initiatives, facilitating learning events, addressing learning agenda priorities, and documenting and sharing best practices and lessons learned to strengthen program quality and impact.
- Share MEAL learning and experiences in broader regional discussions.
- Contribute to planning, MEAL narratives, budgeting, and implementation of quality MEAL activities through effective management practices.
- Identify staff capacity needs and technical MEAL assistance needs of partner organizations. Contribute to capacity strengthening and required interventions to support quality project implementation. Train project stakeholders in the MEAL system and donor requirements.
- Support the production of donor reports and organize quarterly partner meetings.
- Report annual Global Results in the CRS system and ensure all the reports are uploaded to centralized systems.
- Ensure quality data capture through leading Data Quality Assessment (DQA) and Data Quality Checks on regular basis across different programs.
- Lead the training and utilization of ICT4D tools to improve data collection, management, and analysis.

Basic Qualifications

- Bachelor's degree in international development, International Relations, Sociology, Statistics or in a related field is required.
- Minimum 5 years of relevant field-based experience, preferably with an international NGO.

- Experience communicating with communities and implementing accountability mechanisms.
- Demonstrated experience in program design, monitoring and evaluation management, with at least one year of experience serving in a relevant role.
- Conversant with both qualitative and quantitative data collection methods and analysis.
- Previous experience with M&E requirements and reporting frameworks of major institutional donors, such as USAID/BHA, the European Commission, and UN agencies.
- Experience in implementing Information and Communication Technology for Development (ICT4D) tools.

Preferred Qualifications

- Leadership experience in MEAL is highly desirable.
- Experience engaging with partner organizations.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint), standard statistical data analysis packages (SPSS, Stata or R), web conferencing applications, and information management systems.

Knowledge, Skills and Abilities

- Supervision skills for a large team
- Critical thinking and creative problem-solving skills with ability to make sound judgment.
- Strong relationship management skills and the ability to work effectively with local stakeholders.
- Data analysis (quantitative and qualitative) and database management skills.
- Excellent communication and drafting skills for effective reporting in English.
- Proactive, results-oriented, and service-oriented mindset.
- Attention to details, accuracy and timeliness in executing assigned responsibilities.

Required Languages: Professional proficiency in English required.

Travel: Limited travel to Upper Egypt, North Coast, and Yemen. Frequent travel within Greater Cairo.

Safeguarding Policy

CRS is committed to safeguarding program participants from exploitation and abuse. The successful candidate is expected to sign and adhere to the CRS Safeguarding Policy and Code of Conduct.

Key Working Relationships:

Supervisory: Direct - MEAL Senior Project Officers; **Indirect -** MEAL Officers

Internal: Head of Programs, Program and Project Managers, Safeguarding Project Officer, Country Representative

External: Community members, partner staff, other local stakeholders, CRS Regional MEAL Advisor and MEAL community

Agency-wide Competencies (for all CRS Staff)

These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Integrity
- Builds Relationships
- Continuous Improvement & Innovation
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

Agency Leadership Competencies:

- **Lead Change** – Continually look for ways to improve the agency through a culture of agility, openness, and innovation.
- **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
- **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

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.

CRS is an Equal Opportunity Employer