



Position Description

Position Title: Monitoring, Evaluation, Research, Accountability and Learning (MERAL) Officer - AgBase

Primary Location: Nairobi, Kenya

Position Status: Field-based, Full time, Regular

Salary Level:

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.

GENERAL PROGRAM SUMMARY:

Mercy Corps' AgriFin (MCA) Program seeks to address the inclusion gap for smallholder farmers who lack access to affordable, accessible, demand-driven products and services that drive higher productivity and income for farm families. The AgriFin program utilizes a market ecosystem approach, working with carefully selected partners to build sustainable models, where farm and crop management tools and financial services are "bundled" in affordable, unified platforms leveraging digital channels to promote mass uptake commercially. The program involves three interrelated components that seek to address low farmer productivity and capability, and improve institutional ability to deliver appropriate products and build ecosystems to drive scale. We work with farmers, banks, mobile network operators, MFIs, research institutes and other ecosystem players in well-defined partnerships to sustainably bundle services, leveraging the offer and outreach of all partners, while increasing the range of services, access points and value for farmers. The program works with partners to identify, prototype, test and scale successful digitally-enabled services for smallholders, with a key focus on expanding access to financial services, using a rapid iteration approach to product development and client-centric design techniques.

Our project goal is for smallholder farmers to gain full access to impactful, demand-driven, technology-enabled financial products, tools, channels and knowledge that significantly increase farm productivity and family income, delivered by vibrant ecosystems of diverse service providers. Program operations are taking place five countries anchored around a central "Hub" office in Kenya, expanding to serve Tanzania, Zambia, Nigeria, and Ethiopia, with potential to expand to other Mercy Corps countries, globally.

The AgBase program is a program within the MCA portfolio, that seeks to an ecosystem-building initiative centered around improving the visibility, quality and accessibility of data and intelligence that was designed to help fill gaps and drive systems-level change in the AgTech ecosystem in



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SSA. This will be done through providing a range of enabling ecosystem services in the areas of data, research, engagement, impact measurement, and coordination. Agbase programme is designed with long-term sustainability in mind from the outset, leveraging existing capability and IP from [Briter Bridges](#) and MCA, as well as a lean delivery model.

GENERAL POSITION SUMMARY:

The Monitoring, Evaluation, Research and Accountability officer, will contribute in shaping and overseeing research and analysis, synthesize insights and present findings to stakeholders. The position will also actively contribute to and shape AgBase independent research objectives, operations, and strategy in pursuit of measuring impact. The incumbent will work closely with the Briter Insights and Learning lead, to generate digestible content, communicate trends and information, and leverage data analysis and research skills to create valuable insights across various sectors, enabling our users to make informed investment decisions and drive innovation.

The primary responsibility will be to implement the Impact Measurement and Management (IMM) component of AgBase, with minimum supervision, from the beginning to the end, ensuring that they conform to the program objectives, and are executed efficiently. This includes building a strong day to day working relationship with program partners and the team, actively contributing in meetings and presentations. The position requires one to continually build their technical expertise, applying it to the work done for the program and partners.

In addition, the role will be supporting the Community Accountability Reporting Mechanism (CARM). S/he will be managing day-to-day accountability feedback that includes handling of partner feedback. S/he will also be responsible for internal and/or external referrals, to compile reports on feedback and provide recommendations to the programs for improving the response.

KEY RESPONSIBILITIES:

MERAL:

- Support in research design, monitoring and evaluation activities that inform and improve each intervention.
- Manage research firms and consultants, ensuring high levels of coordination and integration into overall programming, as well as appropriate support for partners to deliver research projects and assignments on time & on budget.
- Support in the design and implementation of evaluations and assessments as outlined in the program proposal, drawing on appropriate research and survey tools and incorporating Mercy corps standards.
- Coordinate data extraction with partners, following principles of LEAN data, working under pre-agreed data collection frameworks which minimize new data collection from partners.
- Establish sound data collection, cleaning, managing, analysis and reporting strategies on required performance indicators



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- Perform data analysis to capture behavioral, product performance and market insights, tied to AFA's learning agenda and individual partner engagement research plans as necessary.
- Engage in relevant field research in support of data and information gathering.
- Act as the custodian of research data, ensuring adequate data protection procedures are maintained during data acquisition and adherence to mercy corps and global standards ensuring compliance and security procedures are maintained.
- Support in distilling insights and learning to ensure ecosystem impact, learning from implementation of successful models and program failures.
- Develop engaging content that resonates with different stakeholders, highlighting significant developments and success stories in the technology and innovation landscape.

Administration

- Track and finalize contractual agreements, includes defining scopes of work and drafting service completions.
- Generate operations and finance requisitions for approval and payment/reimbursements.
- Interface with Finance, prepare cash flow projections and resolving deficits.
- Support in developing work plans and review of budget allocations on an ongoing basis in consultation with the director.

Influence & Representation:

- Work together with MCA MERAL Director, to identify, build and manage collaborative partnerships with consortium partners, sub-grantees, donors, local governments, and other stakeholders.
- Participate in a community of practice in developing insights and in conducting research activities that are the forefront of development thinking linking to industry leaders.
- Liaise with Mercy corps HQ M&E and research staff

Supporting Community Accountability Reporting Mechanism (CARM)

- Design and implement CARM system and tools.
- Lead data entry and management of the CARM database.
- Maintenance of an effective record and filing system for all complaints solved and pending issues including correspondences and other related documents for quick and easy reference.
- Ensure that the feedback is kept confidential and access to that information is in line with the guidelines.
- Support partner and Program Teams on beneficiary accountability and learning systems.
- Provide timely feedback to the program teams on concerns raised by partners on program activities.
- Prepare reports on feedback, provide recommendations and share it with the program.



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- In coordination with the program team all the actions taken for those feedbacks, and include them as appropriate in the CARM monthly report, and program donor reports.
- Provide feedback to the beneficiaries and stakeholders accordingly, whenever required.
- Train staff and partners on compliance and accountability tools, and other processes as required.

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 towards 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.

SUPERVISORY RESPONSIBILITY: Short-term individual consultants and firms.

ACCOUNTABILITY:

Reports directly to: Director, MERAL

Works directly with: Program Director, Deputy Program Director, Director MERAL, Strategic learning Lead, AgriFin Technical Team, Briter program team, Finance, and Operations staff.

KNOWLEDGE & EXPERIENCE:

- Bachelor's degree in Economics, Research Design and Methodology, Agricultural Economics, Statistics, or a related field (A Master's degree in either of the fields would be an added advantage)
- At least 5 years' experience in similar roles designing, managing and implementing results-based research activities, preferably a research agency or management consultancy.
- Experience working in the digital financial services, technology, and agriculture space, with private, public institutions in a development setup.
- Experience analyzing and presenting quantitative and qualitative data.
- Strong computer software skills with proficiency in relevant systems for data analysis, such as Excel, SPSS, STRATA and R programming and other data management systems
- Experience providing technical assistance and delivering trainings
- Well organized and can manage multiple projects at the same time.
- Experience in working with diversified teams
- Excellent written and verbal communication skills
- Demonstrated ability to work constructively in teams



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- Allowed to work in Kenya, with experience in region preferred.

SUCCESS FACTORS:

- The ideal candidate will have a strong curiosity for understanding and working effectively within the three diverse countries which AgriFin Accelerate operates.
- S/he will be an excellent communicator, multi-tasker, and able to work in ambiguous situations.
- S/he will be a tolerant and flexible individual able to work in difficult and stressful environments and follow procedures demonstrating cultural sensitivity with diverse stakeholders.
- S/he will be a team-player with a positive attitude toward problem solving and conflict resolution. Commitment to learning, open communications, impeccable professional standards of ethics and ability to manage successful partner relationships are essential.
- The successful candidate will be focused on team-building and open collaboration; be a strategic thinker and maintain a sense of humor.

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.



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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.

Signatures:

Employee

Date

Supervisor

Date