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| <b>TITLE:</b> Area Accountability Assistant  |                                   |
| <b>TEAM/PROGRAMME:</b> Programme Development and Quality (REALM Team)  | <b>LOCATION:</b><br>Mogadishu     |
| <b>GRADE:</b> 5  | <b>CONTRACT LENGTH:</b> 12 months |
| <p><b>CHILD SAFEGUARDING:</b><br/>Level 3: the post holder will have contact with children and/or young people <u>either</u> frequently (e.g. once a week or more) <u>or</u> intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff.</p>  |                                   |
| <p><b>SCOPE OF ROLE:</b></p> <p>The Accountability Assistant will ensure the Development and Management of the Accountability Mechanisms (Feedback Response Mechanisms). He/she will also ensure the smooth running of day-to-day activities for Communities including children Feedback. Contribute to the Accountability strategy, policy, and practice. Support all the Area Program staff and the MEAL staff in the analysis and dissemination of FRM data, and coordinate FRM information management and reporting systems. He/she will support the delivery of an effective Feedback Response Mechanism database which will play a key role in the expansion and improvement of the quality of Save the Children programmes in to increase impact and enable positive change for children and communities overall.</p> <p>Reports to: Area REALM Coordinator– SS and Benadir</p> <p><b>Role dimensions:</b></p> <p>Save the Children operates across all zones in Somalia and currently has three main area offices and additional 11 field offices. Programmatically Somalia is a large Country Office with more than \$110million annual budget and staff over 700 staff.</p> <p><b>Staff reporting to this post:</b> none</p> |                                   |
| <p><b>KEY AREAS OF ACCOUNTABILITY:</b></p> <p><b>Support the delivery of Effective Feedback Response Mechanisms (Toll free hotline):</b></p> <ul style="list-style-type: none"> <li>• Manage the toll-free hotline number by answering and receiving incoming calls from the communities specifically the beneficiaries.</li> <li>• Manage the Interactive Voice Response by ensuring all voicemail feedback shared are listened to and logged on the Feedback Response Mechanism Database.</li> <li>• Ensure all Feedback received through the Interactive Voice Response are shared with relevant teams and resolutions to this feedback is shared and the feedback loop is closed.</li> <li>• Register all Feedbacks received from the toll-free hotline number into the Feedback Response Mechanism databases.</li> </ul>  |                                   |

- Ensure that all Feedbacks are logged on and closed on a timely basis.
- Follow up with all relevant teams on sharing all resolutions and actions of the feedbacks through to completion and update the status of the cases accordingly.
- Respond and communicate with the beneficiaries in a dignified manner regarding their complaints/feedback.
- Manage the Feedback Response Mechanisms (FRM) and include systems that effectively manages all the Feedback received.
- Manage the toll-free line and help projects to manage and report on the other mechanisms Feedback Response Mechanism channels and ensure that they are logged in the Feedback Response Mechanism database.
- Ensure that the Feedback loop is closed on timely basis and the beneficiaries receive timely resolutions to their feedback.
- Ensure that confidentiality is maintained while dealing with sensitive cases, ensure the right procedures are followed and feedback is handled in line with it, with consideration of appropriate data protection procedures.
- Provide support to projects to establish and implement accountability mechanisms and reporting by working closely with project field staff to ensure beneficiary (downward) accountability.
- Produce Monthly Area Accountability Reports on the findings of the feedback data and share with all relevant teams to help inform decision-making and improve programme quality.
- Keep regular follow up of Feedbacks and update the FRM database on daily basis.
- Comply with and promoting all Save the Children Global policies such as Child Safeguarding, Data Protection, Whistle blowing, Fraud, Code of conduct and Health and Safety.
- Conduct other tasks assigned by line manager in line with all Requirements.

## **BEHAVIOURS (Values in Practice)**

### **Accountability:**

- holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

### **Ambition:**

- sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same.
- widely shares their personal vision for Save the Children, engages and motivates others
- Future orientated, thinks strategically and on a global scale.

### **Collaboration:**

- builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- values diversity, sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to.

### **Creativity:**

- develops and encourages new and innovative solutions
- willing to take disciplined risks.

### **Integrity:**

- honest, encourages openness and transparency; demonstrates highest levels of integrity

## QUALIFICATIONS, EXPERIENCE AND SKILLS

### Academic Background:

- University degree in Communication, social sciences, economy, statistics, social work, social administration, development studies, information technology or other relevant academic discipline.

### Experience and Skills

#### Essential

- Background of implementing effective Feedback Mechanisms especially the toll-free hotline in both humanitarian and developmental responses.
- At least 1 year experience in a similar field of activity.
- Demonstrable effective communication skills.
- Good negotiation skills
- Team management, coaching and team motivation skills
- Proven experience and skills in data collection and analysis
- Computer literacy, particularly in Word, Excel, and PowerPoint; knowledge of other data analysis software such STATA, SPSS, etc, will be an added value
- Excellent planning, coordination, and reporting skills, with the ability to organise a substantial workload comprised of complex, diverse tasks, and responsibilities.
- Candidate must speak and fluent in both Maay and Maxaatiri

#### Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

#### Equal Opportunities

The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

#### Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

#### Adult Safeguarding.

The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy, all employees are also expected to carry out their duties in accordance with SCI protection from sexual exploitation abuse.

#### Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

**Diversity, Equity, and Inclusion,**

At SCl, we uphold the principle of equal rights and opportunities for all our employees. In our commitment to fostering a more inclusive workplace and addressing gender gaps, we have implemented additional efforts aimed at supporting female qualified candidates: -

- Maternity leave (6 months)
- Annual Leave 30 working days
- 10% \*gross salary. (female allowance)
- 1.5 flexible working hours for lactating mothers

***Qualified candidates with disabilities are strongly encouraged to apply.***