MEAL Manager

The MEAL Manager leads the design, implementation, and continuous improvement of Monitoring, Evaluation, Accountability, and Learning systems across DCA programmes in Syria. The role ensures the availability of high-quality data for decision-making, donor compliance, adaptive programme management, and organizational learning. Through effective oversight of MEAL processes and teams, the position supports evidence-based programming, accountability to affected populations, and improved programme outcomes.

Functional Responsibilities:

- Projects Managers and Technical Advisors – collaborate, advise, and support – ensure MEAL systems are integrated into programme design, implementation, monitoring, and reporting
- Field Teams – coordinate and build capacity – strengthen data collection, quality assurance, and evidence-based programme adjustments.
- Grants and Business Development Teams – contribute and review – support proposal development, logframes, indicators, targets, and donor reporting requirements.
- MEAL Staff and Enumerators – supervise, mentor, and guide – ensure consistent implementation of MEAL standards, tools, and methodologies.
- Local Partners – support and strengthen capacities – ensure compliance with MEAL requirements and promote data quality and accountability standards.
- Senior Management Team – provide analysis and recommendations – support strategic decision-making through evidence, performance data, and learning products.
- Donors and External Evaluators – coordinate and communicate – ensure timely reporting, evaluations, assessments, and compliance with donor expectations.
- Lead the development, implementation, and continuous improvement of organizational MEAL systems, frameworks, tools, and standard operating procedures.
- Ensure the quality, integrity, protection, analysis, and utilization of programme data through robust data management and verification processes.
- Oversee the development of indicators, monitoring plans, databases, assessments, baseline studies, evaluations, and learning initiatives.
- Establish and manage accountability mechanisms, including feedback and complaints systems, ensuring safe, accessible, and responsive channels for affected populations.
- Produce and disseminate programme performance analyses, dashboards, lessons learned, and evidence products to support adaptive management and strategic planning.
- Lead MEAL capacity strengthening efforts for staff and partners through training, mentoring, coaching, and technical support.
- Exercise decision-making authority regarding MEAL methodologies, data quality standards, monitoring approaches, and learning priorities; escalate significant compliance, safeguarding, data protection, or operational risks to senior management for review and action.

Minimum Required Knowledge & Experience:

- Master's degree in Monitoring & Evaluation, Statistics, Social Sciences, Development Studies, Public Policy, or related field.
- Minimum 7 years of progressive experience in MEAL within humanitarian and/or development programs, including at least 3 years in a management role.
- Strong experience designing MEAL frameworks, logical frameworks, indicator tracking systems, evaluations, assessments, and accountability mechanisms.
- Advanced skills in data analysis and visualization tools (Power BI, Excel, Kobo, ODK, CommCare, DHIS2 or similar platforms).

•Demonstrated experience managing MEAL teams and supporting donor-funded programs (ECHO, DANIDA, FCDO, UN agencies, etc.).

Nice-To-Have Competencies As An Additional Asset:

•Experience in conflict-affected or cross-border humanitarian contexts, particularly Syria or the Middle East.

•Knowledge of Accountability to Affected Populations (AAP), CHS commitments, and safeguarding standards.

•Experience supporting organizational learning, research, impact evaluations, and evidence generation.

•Familiarity with AI-assisted data analysis, dashboard automation, and digital MEAL solutions.

•Arabic language skills and previous experience working with national NGOs and partners.

All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities, or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check along with professional reference check as part of the recruitment process. It is a prerequisite that you pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on the Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.