



## JOB DESCRIPTION FOR MONITORING & EVALUATION OFFICER

Title:	Monitoring & Evaluation Officer
School/Division:	Centre For Distance Flexible Learning (CDFL)
Band:	Band 2.3
Category:	Administration & Management
Reports to:	Manager Centre For Distance Flexible Learning
Location/Campus:	SINU, Panatina Lower Campus

### 1. SUMMARY OF DUTIES

The Monitoring and Evaluation (M&E) Officer will be responsible for:

- 1.1. Developing and implementing M&E frameworks that effectively assess the impact and quality of distance learning programs.
- 1.2. Designing evaluation methodologies, collecting and analyzing data, and producing reports to inform strategic decision-making.
- 1.3. Collaborate with stakeholders to identify performance indicators and ensure compliance with educational standards.
- 1.4. Ensuring that the services rendered to students are of quality, and to address issues that concern students' academic wellbeing at the University.
- 1.5. Ensuring that the goals and objectives of the Academic Office are achieved through quick and timely responses to student enquiries.

### 2. MAIN DUTIES AND RESPONSIBILITIES

#### 2.1. Key Task

- 2.1.1. **Development of M&E Frameworks:** Create and refine monitoring tools and evaluation methodologies tailored to distance learning environments.
- 2.1.2. **Data Collection and Analysis:** Utilize ICT tools and software for data collection, management, and analysis to assess participant engagement, learning outcomes, and program effectiveness.
- 2.1.3. **Reporting:** Prepare and present comprehensive reports that communicate findings and recommendations to CDFL Management and other stakeholders.
- 2.1.4. **Stakeholder Engagement:** Work collaboratively with faculty, program coordinators, and learners to gather feedback and improve program delivery.
- 2.1.5. **Capacity Building:** Train staff and educators on M&E practices and the effective use of ICT tools relevant to monitoring educational outcomes.
- 2.1.6. **Program Review:** Work collaborates with Program Development & Production [PDP], LCS, SINU Standard & Quality Office [SQO] and DFL Management in the review requirements and evaluation of all Programs offered by CDFL.



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### **2.2. Specific Duties**

- 2.2.1. Responsible for the day-to-day administration of the admissions process – issuing, receiving and recording all application forms
- 2.2.2. Responsible for daily, monthly and termly updates of the admission database and records.
- 2.2.3. Responsible for providing the Data Record Officer [DRO] final and accurate enrolment data. To DFL Management and relevant stakeholders.
- 2.2.4. To assist the Learner Centre Support [LCS] Coordinator in planning, organizing and supervising all LCS processes such as enrolment, admission, etc. including students' orientation.
- 2.2.5. Assist with review and improvement of Admission & Enrolment processes of Distance and Flexible Learning.
- 2.2.6. Responsible for quarterly and yearly Admission and enrolment data and statistics reports for DFL.
- 2.2.7. Responsible for ensuring the proper archiving of student records and the integrity of students' data in the DRO
- 2.2.8. Assist with the review and improvement of the selection process in the student academic services.

### **3. DIMENSION**

#### **3.1. Business planning, reporting and management**

- 3.1.1. Responsible for the preparation of Admission and Enrolment Data reports for each Term and yearly reports.
- 3.1.2. Responsible for the planning of business component processes for DFL Admission and Enrolment.
- 3.1.3. Responsible for the day-to-day management of the Admission & Enrolment Section

#### **3.2. Quality Assurance and customer satisfaction**

- 3.2.1. Responsible for all quality assurance matters with the Admission & Enrolment processes
- 3.2.2. Ensure customer satisfaction in all services provided by the Admission & Enrolment section
- 3.2.3. People Management and teamwork
- 3.2.4. Responsible for the Admission and Enrolment Team and its processes.

#### **3.3. Initiative**

- 3.3.1. To undertake any other duties and responsibilities, that may be determined by the DFL Management from time to time.
- 3.3.2. Must be a self-starter
- 3.3.3. Must be an achiever
- 3.3.4. Good planner

### **4. MEASURE OF EFFECTIVENESS**

- 4.1.1. Be able to deliver termly, quarterly and semester reports on admissions and enrolment.



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### 5. MINIMUM QUALIFICATIONS REQUIRED

#### 5.1. Educational Background

5.1.1. **Bachelor's Degree:** A bachelor's degree in a relevant field such as social sciences, Education, Communication, or a related discipline is often required including 5 years of work experience in the role or similar.

5.1.2. A **Diploma** in Finance & Administration/Secretary with a minimum of 10 years of work experience.

#### 5.2. Relevant Experience

5.2.1. Relevant work experience in M&E, data collection, analysis, or program management.

#### 5.3. Skills

5.3.1. **Technical Skills:** Proficiency in data analysis software (e.g., SPSS, Stata, R, or Excel) and knowledge of database management can be beneficial.

5.3.2. **Research Skills:** Experience with qualitative and quantitative research methodologies is often important for M&E roles.

5.3.3. **Communication Skills:** Understanding of, and experience in Monitoring, Evaluation and Communication.

### 6. Desirable:

6.1. Be on time for work

6.2. Efficiency;

6.3. Honest and reliable;

6.4. Can work after hours and during weekends when required;

6.5. Strong PC skills and expertise in MS Office applications;

6.6. Willing to learn;

6.7. High attention to detail;

6.8. Ability to prioritize, schedule and meet deadlines;

6.9. Work both independently and within a team;

6.10. Ability to work effectively in a fast-paced, dynamic team.

### 7. TERMS AND CONDITION

The position is for five (5) years under an employment contract. Remuneration and benefits will align with the SINU salary structure for officers under the General Support Services Stream. Contract renewal will be subject to satisfactory performance.