

JOB DESCRIPTION: IT/M&E VOLUNTEER

1. Position Information

Position Title: IT/M&E Volunteer

Department: Information Technology and Monitoring & Evaluation

Reports To: M&E Manager

Duty Station: Head Office

Work Arrangement: Part-time/Volunteer engagement, approximately three (3) days per week, subject to organisational needs

Duration: 6 months

2. Background

The organisation implements programmes that require effective information management, data collection, analysis, reporting, documentation, and information technology support. The IT/M&E function plays an important role in ensuring the availability, quality, security, and timely use of programme and organisational information.

The organisation's existing IT/M&E officers are primarily based in the field to support programme implementation and field-level monitoring activities. This has created a need for additional office-based support to undertake routine IT and M&E tasks that require physical presence at the office.

The IT/M&E Volunteer will provide routine technical and operational support to the IT/M&E function under the supervision of the M&E Manager and in coordination with the existing IT/M&E team.

3. Purpose of the Position

The IT/M&E Volunteer will support the day-to-day implementation of routine Information Technology and Monitoring & Evaluation activities at the office.

The position will provide additional capacity for data management, data entry and cleaning, database and dashboard updates, routine analysis, documentation, basic IT support, and other related tasks. The volunteer will help ensure that routine IT/M&E functions are completed efficiently and on time, enabling the M&E Manager to focus on managerial, strategic, quality assurance, coordination, and reporting responsibilities.

4. Key Responsibilities

A. Monitoring and Evaluation Support

- Support the collection, entry, compilation, and organisation of programme data.
- Assist in reviewing data for completeness, accuracy, consistency, and integrity.
- Support data cleaning and identification of data quality issues.
- Assist in updating M&E databases, trackers, reporting templates, and other information management tools.
- Support the preparation and updating of routine M&E dashboards and data summaries.

- Assist in the compilation of programme performance data for internal reporting.
- Support the preparation of tables, charts, graphs, and other data visualisations.
- Assist in tracking programme indicators, targets, achievements, and reporting deadlines.
- Support the filing and organisation of M&E documentation and evidence.
- Assist with the compilation and organisation of data collection tools and completed forms.
- Support the digitisation and electronic filing of M&E records where required.
- Assist with routine data verification and follow-up on missing or incomplete information.
- Support the preparation of basic data summaries and reports under the guidance of the M&E Manager.

B. Information Technology Support

- Provide basic day-to-day IT support to staff at the office.
- Assist with basic troubleshooting of computers, printers, internet connectivity, and other office IT equipment.
- Support the installation and updating of approved software and applications where authorised.
- Assist staff with basic technical challenges related to organisational systems and digital platforms.
- Support the organisation and maintenance of IT-related records and equipment inventories.
- Escalate complex IT challenges to the appropriate IT/M&E officer or service provider.
- Support staff in accessing and using relevant digital platforms and information systems.
- Assist with basic user support for online systems and other organisational platforms.

C. General Support to the IT/M&E Function

- Provide general administrative and technical support to the IT/M&E department.
- Support the preparation of meetings, trainings, data reviews, and other M&E activities.
- Participate in data quality assessments, monitoring activities, and other assignments as required.
- Maintain professional confidentiality regarding organisational, programme, staff, and beneficiary information.
- Perform any other duties relevant to the position as assigned by the supervisor.

5. Key Deliverables

The IT/M&E Volunteer will be expected to contribute to:

- Timely and accurate data entry and cleaning;
- Updated M&E databases, trackers, and dashboards;
- Improved organisation and accessibility of M&E records;
- Timely identification and follow-up of data quality issues;
- Improved availability of routine office-based IT support;

- Timely compilation of data and information for reporting;
- Proper filing and documentation of programme evidence; and
- Improved efficiency of routine IT and M&E operations.

6. Required Qualifications and Experience

Minimum Qualifications

- A Diploma or Bachelor's Degree in Information Technology, Computer Science, Monitoring and Evaluation, Statistics, Information Management, Data Management, or a related field.
- Demonstrated knowledge of Microsoft Office applications, particularly Excel, Word, and PowerPoint.
- Basic knowledge of data management, data entry, data cleaning, and reporting.
- Basic understanding of computer hardware, software, and common IT troubleshooting.
- Good written and verbal communication skills.

Desirable Skills and Experience

- Experience working with M&E databases, data collection tools, dashboards, or reporting systems.
- Experience using Excel for data management and analysis.
- Knowledge of digital data collection platforms is an added advantage.
- Experience working with NGOs or development programmes is desirable.
- Basic knowledge of data visualisation and presentation of information.
- Ability to work with minimal supervision while maintaining regular communication with the supervisor.

7. Core Competencies

The successful candidate should demonstrate:

- Attention to detail and commitment to data accuracy;
- Good organisational and record-keeping skills;
- Basic analytical and problem-solving skills;
- Ability to handle confidential information responsibly;
- Good interpersonal and communication skills;
- Ability to work collaboratively with different teams;
- Willingness to learn and take initiative;
- Reliability and commitment to assigned tasks; and
- Ability to manage multiple routine assignments and meet deadlines.

8. Reporting and Working Relationships

The IT/M&E Volunteer will report directly to the **M&E Manager** and will work closely with:

- IT/M&E Officers;

- Programme Managers and Coordinators;
- Project Officers;
- Finance and Administration teams; and
- Other staff requiring IT and M&E support.

The volunteer will work under the guidance and supervision of the M&E Manager and will coordinate with field-based IT/M&E officers to ensure consistency in data management and technical support.

9. Scope and Limitations of the Role

The IT/M&E Volunteer will provide support to routine IT and M&E activities but will not replace the responsibilities of the M&E Manager or the existing IT/M&E officers.

The volunteer will not independently approve official reports, make major changes to organisational information systems, access restricted information without authorisation, or make decisions outside the scope of the assigned responsibilities.

10. Confidentiality and Data Protection

The IT/M&E Volunteer will be required to maintain strict confidentiality regarding all organisational, programme, staff, partner, and beneficiary information accessed during the course of the assignment.

The volunteer shall not share, reproduce, transfer, or disclose confidential information without prior authorisation and shall comply with applicable organisational policies and procedures relating to data protection, information security, confidentiality, and responsible use of organisational resources.

11. Performance Supervision

The IT/M&E Volunteer will receive regular guidance and supervision from the M&E Manager. Performance will be assessed based on the quality, accuracy, timeliness, reliability, and professionalism demonstrated in the execution of assigned duties.