



Position Title	Program Support Officer - Monitoring Evaluation and Learning
Reports to (role)	Pacific Hub Manager
Team	Pacific RHD Program
Location	Fiji

PURPOSE OF POSITION

This role will provide efficient administrative, project and operational support to the Pacific RHD Program, working collaboratively with senior management and other partners, with excellent ability to proactively identify and respond to needs and actions for the effective functioning of the program. This role will also provide detail-oriented and proactive support for the implementation of Monitoring, Evaluation, and Learning (MEL) activities across our programs. The successful candidate will play a key role in ensuring data quality, supporting the program, including reporting, and contributing to learning processes that enhance program effectiveness and impact.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Monitoring and Evaluation	- Assist in the implementation of MEL framework, tools, and methodologies. - Support data collection, entry, cleaning, and analysis for program monitoring. - Maintain and update MEL databases and dashboards - Conduct monitoring visits and support hub and country teams in data gathering. - Ensure timely and accurate reporting of MEL data to internal and external stakeholders.	- MEL tools and frameworks developed and deployed within agreed timelines - Accuracy and completeness of data sets; number of data quality issues identified and resolved. - Frequency of updates; user satisfaction with dashboard functionality - Number and quality of monitoring reports submitted - Timeliness and quality of reports submitted; feedback from stakeholders



Learning and Knowledge Management	• Support the documentation of lessons learned, success stories, and best practices. • Assist in organizing learning events, workshops, and reflection sessions. • Contribute to the development of knowledge products such as reports, briefs, and presentations. • Facilitate feedback loops between country teams and program management to inform adaptive programming. • Support capacity-building efforts for staff and partners	• Number of documented cases per quarter; integration of lessons into program planning. • Number of events supported; participant feedback and engagement levels • Number and quality of products developed; usage by program teams • Number of feedback sessions held; actions taken based on feedback • Measure: Number of training sessions supported; participant feedback and learning outcomes.
Program Management support	• Assist with grant processes including data entry, formatting of documents, reports and presentations • Assist with submission of activity proposals and applications • Support recruitment, onboarding and offboarding of staff, students and volunteers. • Assist in the tracking of outputs from the team including publications, presentations and grant submissions • Maintain and improve record-keeping and filing systems. • Support liaison with stakeholders, including with research partners, funding bodies and other teams across the Program • Support communications and social media strategy of the team to promote outputs and impact. • Undertake additional tasks and responsibilities to support the team and commensurate with the role.	• Clear workplans and milestones developed. • Ability to simultaneously coordinate and deliver multiple projects, which may be complex and interconnected. • Ensure high quality of written communication. • Compliance with relevant policies and guidelines. • Formal and informal feedback from internal and external stakeholders
Governance support	• Assist with the mechanisms in place for all projects in the Program including governance requirements, risk management, reporting, and compliance with funding and contractual obligations.	• Program is managed in accordance with requirements and guidelines from the various bodies. • Formal and informal feedback from internal and external stakeholders.
Collaboration and Stakeholder Management support	• Support stakeholder relationships through effective communication. • Work collaboratively with other team members, research investigators and stakeholders. • Assist with the planning and coordinating of events for the Program. • Respond to queries from Program partners and external stakeholders.	• Formal and informal feedback from internal and external stakeholders. • Successful engagement of collaborators. • Positive feedback from team • Acknowledged as working collaboratively and effectively.





Workplace Safety	• Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by relevant policies and procedures.	• Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought, understood and implemented.
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Key competencies of the role
QUALIFICATIONS
Bachelor's degree in social sciences, International Development, Statistics, or a related field, OR equivalent expertise or work experience.
ESSENTIAL CRITERIA
Minimum of 2 years of experience in MEL or program support roles, preferably in the development or humanitarian sector.
Strong analytical skills and proficiency in data management tools (e.g., Excel, Power BI).
Excellent attention to detail and organisational skills.
Adaptability and ability to predict needs and action.
Ability to work independently, use initiative and set priorities.
Excellent verbal and written communication skills, including demonstrated interpersonal skills.
Demonstrated proficiency in a standard array of software packages (e.g., Microsoft Office suite) and to learn new software and systems.
Team player with a desire to help others.
Excellent people skills with the ability to develop strong internal and external relationships.
Ability to manage competing priorities, work calmly under pressure, and show initiative.
Excellent organisational skills, flexibility and ability to set priorities and meet deadlines under pressure.
Strong track record of working with First Nations and peoples of diverse backgrounds.
Ability to quickly identify and manage risk.
DESIRABLE CRITERIA
Experience with qualitative and quantitative data analysis.
Familiarity with donor reporting requirements (e.g., DFAT, USAID, MFAT).
Knowledge of participatory MEL approaches.
Knowledge of rheumatic heart disease or non-communicable diseases.
Experience of working with people with chronic disease.
Experience with the management of budgets, forecasting and financial management for the program.
Experience with grant administration, governance, submissions to boards and local authorities.
Experience with the procurement of equipment, software and consultancy services.



DIRECT REPORTS	0
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Approved by:	Joseph Kado
Date approved:	29 July 2025

Application letter with Curriculum Vitae must be submitted by **midnight (local time), Sunday the 24^h August 2025**, with names and contact details of at least two referees. Applications received after the closing date cannot be considered.

Applications can either be hand-delivered, addressed to:

Doris Susau
Country Manager
Live & Learn Fiji
52 Imthurn Road
Domain
SUVA

Or, via email to admin@pacificrhd.org

Interested candidates are invited to visit our website www.pacificrhd.org for further information about our work. Only shortlisted candidates will be contacted for further information and/or interview.

Live & Learn are an equal opportunity employer. We are committed to the wellbeing and safety of all children, and employees are required to agree and abide by Live & Learn's Child Protection and Fraud Control Policies, Good Practice Manual, and follow our Code of Conduct.

