



## Vacancy Announcement

---

Mercy Corps is an international, non-governmental humanitarian relief and development agency that exists to alleviate suffering, poverty and oppression by helping people build secure, productive, and just communities. Mercy Corps works in more than 40 countries, and has been working in Liberia since 2002.

**Mercy Corps invites applications from all interested and potential Liberian candidates for the following position:**

**1. Training and Quality Assurance Manager – 01 position, based in Monrovia.**

**Please find below the full position description for this position.**

*“Fostering a diverse and open workplace is an important part of Mercy Corps’ vision, and we encourage people from all backgrounds, especially women and members of disadvantaged groups to apply. Mercy Corps is an Equal Opportunity Employer”.*

**How to apply?**

Interested and qualified candidates are requested to submit their detailed CV with a cover letter along with other relevant certificates to the email address [lr-jobs@mercycorps.org](mailto:lr-jobs@mercycorps.org). You are requested to mention the title of the position on the subject line of the e-mail while applying.

Hard copies of the CV with cover letter along with all relevant certificates can be dropped at Mercy Corps’ Office located on Tubman Boulevard, Oldest Congo Town, Sophie, and Opposite SOS Clinic. Monrovia. Label the left corner of the envelope with the title of the position for which you are applying.

Last date for the submission of CV is January 21, 2019 by 05:00 pm. Mercy Corps reserves the right to accept or reject any or all CV(s) without assigning any reason. Only shortlisted candidates will be contacted. Telephone enquiries will not be entertained. The interview process will be ongoing upon receiving of applications.

***Females’ candidates are strongly encouraged to apply!***

# TRAINING AND QUALITY ASSURANCE MANAGER

## Position Description

**Location** Monrovia Liberia

**Position Status** Full-time Regular

**Salary Level** 5

## About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

## Program / Department Summary

Mercy Corps has been present in Liberia since 2002, focusing its interventions on Governance, Youth Livelihoods, Economic Growth and Development. With funding from the EU, SIDA and USDA, Mercy Corps has been able to work together with communities in Liberia to respond to their various needs bringing benefits to more than 40,000 beneficiaries through the provision of employment and entrepreneurship opportunities and access to energy.

*The Supporting Effective Advocacy in Liberia (SEAL)* will ensure that Liberian Civil Society Organizations (CSOs) contribute to inclusive wealth creation for a more equal and transparent society in support of Liberia's 2030 Agenda for Transformation. The program seeks to ensure that Liberian CSOs are credible actors in the governance of the country through their engagement in the formulation of public policy, and the monitoring of its implementation.

## General Position Summary

The Training and Quality Assurance Manager will support the development, implementation and review of capacity building activities for Mercy Corps Liberia's local partners under the Supporting Effective Advocacy in Liberia (SEAL). Program The position is based in Monrovia with frequent travel to the South Eastern Part of Liberia. The position requires a strong background in institutional capacity development of CSOs, experience with advocacy and civil society development programs, and a sound understanding of general program implementation in challenging environments.

The Training and Quality Assurance Manager is responsible for the development and/or context appropriate refinement and adaptation of training elements, modules and tools to ensure high quality organizational development and growth for local partners. This includes leading facilitative processes to assess partners' capacity strengths and gaps, and using results to design targeted skills building programs. S/he will work with Program Officers to develop and implement trainings, support peer-to-peer knowledge sharing and strengthen organizational systems and structures for SEAL's partners. S/he will also help oversee LIFT Grants Fund for partners to apply new knowledge and skills by designing, implementing and evaluating small projects.

## Essential Job Responsibilities

### KNOWLEDGE AND EXPERTISE

- Provide strategic program guidance and technical support for the CSO capacity-building portion of the program, through provision of support to field staff and partner organizations as required and in coordination with the Program Manager.
- Develop strong relationships with partner organizations.

- Supervise the capacity assessment of identified organizations using Mercy Corps' Organizational Capacity Index (OCI) tool.
- Using OCI findings, support partner organizations to create capacity development plans.
- Refine organizational development tools and recommend best approaches for partner capacity development based on existing Mercy Corps knowledge and experience.
- Develop and/or refine existing CSO capacity building curricula to fit local context and capacity.
- Deliver and/or oversee delivery of training to build partner capacity and technical competencies.
- Support peer-to-peer knowledge sharing and peer mentorship opportunities, including field site visits and learning events.
- Provide technical guidance to develop/strengthen partner organizations' administrative and financial management systems and structures.
- Support the establishment of LIFT Fund to allow local partners to utilize the 'learning by doing' approach and prepare them for larger funding processes.
- Provide training for project staff and ensure that their capacity and technical competence is built and improved.
- Support the incorporation of conflict sensitive and gender approaches into civil society organizations and their activities.
- Abide by all security protocols and assist in ensuring their implementation by other staff. Provide written and oral translation and report writing for program staff, as necessary;
- Conduct himself/herself both professionally and personally in such a manner as to bring credit to Mercy Corps and to not jeopardize its humanitarian mission.

#### SECURITY

- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

#### ORGANIZATIONAL LEARNING

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

#### ACCOUNTABILITY TO BENEFICIARIES

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

#### **Supervisory Responsibility**

Program Officers X 3

## **Accountability**

**Reports Directly To: SEAL Program Manager**

**Works Directly With:** SEAL Program Team, Finance, Operations

## **Knowledge and Experience**

- Master's degree or equivalent in social science, international development or other relevant field.
- A minimum of 3 years of experience and proven high-level competence in working with NGO/INGO capacity building programs, ideally in relief and/or post-conflict settings.
- An understanding of the status of CSOs in Liberia and the challenges to strengthening the capacities of civil society is an advantage.
- Strong knowledge of, and experience with organizational development of CSOs in challenging environments and an ability to inform the content and method of organizational development training.
- Proven track record in staff and stakeholder training and capacity building.
- Strong knowledge and understanding of conflict mitigation, peace building and negotiation is an advantage.
- Strong knowledge of gender-related activities.
- Strong leadership, communication and project management skills.
- Excellent computer skills, including experience with Excel and PowerPoint.
- Demonstrated ability as a collaborator.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members.
- Strong written and oral communication skills in English required.

## **Success Factors**

A successful candidate will have a demonstrated ability to lead and communicate effectively with team members of varied work styles and cultures, follow procedures, and meet deadlines with flexibility and creativity in planning and problem solving. S/he will have a proven ability to learn quickly, multi-task, prioritize, take initiative, and be accountable for results, understand the larger picture while remaining focused on the details, problem solving, work within a complex and sensitive setting and to follow laws and security protocols. The most successful Mercy Corps team members have a strong commitment to teamwork and accountability, thrive in evolving and changing environments and make effective written and verbal communication a priority in all situations.