

Position Description

Title: Director of Monitoring and Evaluation

Department: Executive

Reports to: Chief Operations Officer

FLSA Status: Exempt

Preferred Location: New York, San Francisco, Chicago and DMV area

About the Organization

Over the years, Upwardly Global has supported thousands of foreign-born, skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program to integrate skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

Position Overview

Upwardly Global is a mission-driven organization with ambitious goals of reaching and serving eligible refugee and immigrant professionals to rebuild and restart their careers in the U.S. The Director of Monitoring and Evaluation will report to the Chief Operations Officer and will be responsible for leading the design and implementation of the organization's monitoring and evaluation (M&E) framework and information system to track delivery against targets, outcomes, and impacts. They will lead the analysis of data collected for assessment of progress and areas of improvement, guide reporting processes amongst internal and external stakeholders and consolidate reports, and promote learning and knowledge sharing of best practices and lessons learned.

They will support all the staff managing departmental M&E functions, including gathering, analyzing and reporting data on key metrics, outputs, and outcomes indicators, with focus on evidence-based adaptive management and decision-making to continuously improve the impact of our work.

Essential Duties & Responsibilities

Implementation of Monitoring and Evaluation plan:

- Lead and provide technical inputs and leadership in M&E systems design and implementation, facilitate the delivery of sound technical assistance in M&E, and be responsible for the overall management of Strategic Information
- Manage the implementation and improvement of M&E plan, develop M&E expansion roadmap, and propose and adopt improvements as needed, to support the organization's overall strategy

- Undertake periodic reviews of departmental and organizational M&E systems, and participate in planning M&E system strengthening actions
- Lead the implementation of project knowledge management strategies. This includes the development and dissemination of tools, materials, reports, surveys, papers, and intervention-linked research
- Develop and implement appropriate guidelines to support teams in conducting M&E and reporting results, contribute to national data collection and information systems, ensure data quality
- Provide guidance on information systems for quality assurance, as well as best practices documentation and reporting
- Collaborate with Salesforce Database Manager to bridge systems designs between M&E tools, database and dashboards
- Create and maintain Salesforce dashboards and data visualizations of key organizational metrics
- Conduct data verifications and cleaning by working together with staff and partners.
- Monitor the quality and completeness of data sets and implementation; coordinate data collection at the departmental level to monitor development and ensure timely compilation and reporting of data.
- After monitoring, compile monitoring findings and prepare reports to share with respective line managers.
- Work closely with internal stakeholders to ensure compatibility and coordination within the M&E framework, and consistency with national and donor requirements.
- Analyze data and produce high-quality reports that highlight key findings, trends and patterns, and recommendations for improvement.
- Ensure that evaluation findings and lessons learned are utilized to inform adaptive management and decision-making.

Learning, Capacity Building & Coordination:

- Design and implement Measurement, Evaluation and Learning (MEL) Training plan with focus on strengthening the M&E system, building capacity of staff and partners, and improving alignment and support.
- Develop learning documents from the results of M&E managed evaluations/studies as required.
- Generate organizational learning from monitoring and evaluation activities, document lessons learnt/case studies and share learning with potential audiences and internal users to promote and replicate best practices.
- Conduct quarterly performance reviews and learning sessions with staff and monitor implementation of actions.
- Design feedback process for teams to ensure data collected, findings and analysis are well documented and communicated across the organization
- Foster coordination and collaboration with relevant stakeholders to enhance M&E practices.
- Package information in various ways for use in external engagement, communications, outreach and fundraising and monitor compliance with contractual obligations and adherence to donor requirements
- Promote a culture of learning and knowledge sharing within UpGlo. Ensure the documentation and dissemination of lessons learned, good practices, and innovative approaches.

Knowledge and Skills Required

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Bachelor degree or above preferably in Statistics, Economics or other relevant social science disciplines.
- Possession of a qualification in Monitoring and Evaluation is a must.
- Minimum of seven (7) years of demonstrated experience in planning, monitoring and evaluation with reputed organizations, preferably with nonprofits, donor agencies or international organizations, is required.
- Knowledge on both qualitative and quantitative research methods; study methodology, tools for capturing knowledge and learnings, Measurement, Evaluation and Learning (MEL) tools and techniques, including Theory of Change and Actions, Results Framework, Outcomes and Indicators, application of computer software (MS Excel, SPSS, GIS, data visualization software) and monitoring devices is essential.
- Extensive experience in knowledge management and dissemination of research findings
- A firm command of the M&E issues concerning improvements in quality integrated service and support programs
- Excellent report writing, analytical and communication skills, including oral presentation skills
- Familiarity with CRM software, Salesforce is a plus
- Familiarity with project management tools, Asana is a plus
- Demonstrated ability to work in a fast-paced environment
- Passion for Diversity, Equity, Inclusion and Belonging
- Passion for UpGlo's mission is essential
- Familiarity with workforce inclusion of immigrant and refugee professionals and prior experience in nonprofit organizations is a plus

Work Environment/Physical Requirements

- Requires the ability to travel locally, regionally and nationally
- Must be available to work evening events and to occasionally work weekend sessions

Salary Range Disclaimer

The base salary range represents the low and high end of the Indeed salary range for this position. Actual salaries will vary depending on factors including but not limited to location, experience, and performance. The range listed is just one component of Upwardly Global's total compensation package for employees. Benefits include paid time off policy, hybrid or remote work schedule, medical/dental/vision insurance, short term disability insurance, life insurance and retirement plan with employer match.

Salary Range Transparency:

- **Central Region:** 100,000- 110,000 USD per year
- **Eastern & Western Region:** 110,000- 120,000 USD per year

Upwardly Global is deeply committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment.

Interested candidates should send a resume and cover letter to hr@upwardlyglobal.org with the Director of Monitoring and Evaluation in the subject line.