

Global Alliance for Improved Nutrition

Job title:	Project Officer, Accountability and Community Feedback Mechanism (CFM) LSFF.
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Classification:	Grade 3	Direct reports:	0
Work location	Kebbi State-Nigeria	Travel required:	30%

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. In particular, we aim to make healthier food choices more desirable, more available, and more affordable. GAIN's mission is to advance nutrition outcomes by improving the consumption of nutritious and safe food for all people, especially the most vulnerable to malnutrition.

DESCRIPTION
<p>Overall purpose</p> <p>GAIN is seeking a highly motivated and experienced Project Officer, Accountability and CFM Officer to join our Large-Scale Food Fortification (LSFF) team working on the Community and Social Safety Net Large-Scale Food Fortification Interventions.</p> <p>The Project Officer, Accountability and Community Feedback Mechanism (CFM) Officer will be supporting the process of ensuring that the principles of transparency, participation, and accountability are integrated into all aspects of the project. They will support the design, implementation, and management of a robust Community Feedback Mechanism (CFM) that enables project stakeholders, particularly marginalized and vulnerable community members, to provide feedback and voice concerns about project activities.</p> <p>The post holder will also be the focal point in implementing accountability activities which would range from daily visit to project locations gather complaints, escalate them to the appropriate unit for them to be solved, Input complaints into the GAIN Complaints database and produce periodic reports. The role holder is expected to have a basic knowledge of the Humanitarian Accountability Partnership (HAP) guidelines, Core Humanitarian Standard (CHS) principles and other relevant accountability guidelines.</p> <p>The project is being implemented in Kebbi, but the position holder is expected to have frequent travel to other states on a need basis.</p>
<p>Tasks and responsibilities</p> <p>The role is key in providing Accountability support through complaints logging, management, tracking, analysis.</p> <p><u>Technical Assistance-Accountability and Community Feedback Mechanism</u></p> <ul style="list-style-type: none"> • Support the establishment of helpdesk/information table for use at the community level. • Support the development and the entry of complaints into the LSFF Complaints database. • Prepare Bi-weekly reports showing the various categories of complaints and the status of the complaints. • Assist in the handling of the PRiFN and MIFA projects CRM in line international best practice and donor guidance. • Monitor and analyse feedback received through the CFM system to identify trends, challenges, and opportunities for improvement, and report findings to relevant project teams and stakeholders. • Provide training and capacity building to project staff, partners, and local stakeholders on accountability principles and the effective use of the CFM system.

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- Support and ensure quality implementation of accountability mechanisms and information provision plans.
- Ensure timely and appropriate follow-up on feedback received, including addressing concerns, sharing updates, and making necessary adjustments to project activities.

Project Coordination, planning and implementation.

- Assist in the development of monthly work-plans from the work-plans of related projects within the LSFF portfolio.
- Collaborate with project leads to ensure that community feedback informs project design, implementation, monitoring, and evaluation.
- Support inclusive participation of marginalized and vulnerable community members in project activities, decision-making processes, and feedback mechanisms.
- Assist in raising awareness about the CFM system among project stakeholders and communities, using culturally appropriate and accessible communication channels.
- Provide the Programme Monitoring and Improvement Unit with CFM data for integration into project monitoring and reporting systems.
- Contribute to project reporting by providing updates on accountability and CFM-related activities, progress, challenges, and lessons learned on PRISM, PIRS and Country SharePoint
- Support the organization in promoting accountability and learning by sharing best practices and lessons learned from the CFM system with internal and external stakeholders.

Key organisational relationships

- Reporting to Senior Project Manager, Large Scale Food Fortification (LSFF)
- GAIN Nigeria country team and GAIN HQ
- Nigeria PMI Team

JOB REQUIREMENTS

Competencies

- Ability to use initiative, prioritize, multi-task, and work well under pressure to meet deadlines.
- Clear and systematic thinking that demonstrates good judgment, expert problem solving, and creativity.
- Tech savvy- ability to address issues with trouble shooting and technology quickly.
- Ability to synthesize, present/report information to diverse audiences.
- Excellent writing and analytical skills.
- Strong communication and presentation Skills.
- Excellent ability to liaise with and manage different stakeholders.
- Demonstrate competency and past work in setting up digital infrastructure at local agencies, providing training and IT trouble shooting.

Experience

- Demonstrable working knowledge and experience of Accountability HAP Guidelines and CHS Principles within a project environment.
- Experience working with customer feedback mechanisms and troubleshooting.
- Experience managing a help desk and database management.
- Experience handling confidential information and generating complaint reports.
- Experience working with marginalized communities and their safeguarding.
- Proficiency in Microsoft office (required) and technology tools for data management.

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- Experience working with International Organizations (preferred)
- Background in fortification or nutrition (Desired)

Education

- Degree or equivalent in a relevant field such as IT, Gender or safeguarding studies, Human Nutrition and Business Management

Other requirements

- Take on other assigned duties within the LSFF programme area and as delegated by the supervisor.
- Must be willing to travel locally within the country to LSFF programming locations as required

WHAT GAIN OFFERS

- Flexible working hours
- Friendly working environment
- Professional development opportunities