ROLE PROFILE

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| Title | M&E System Business Analyst (Maternity Cover) |
| Functional Area | MERL |
| Reports to | Director of MERL |
| Location | Woking | Travel required | Limited |
| Effective Date | 1st March 2023 | Grade  | 4 |

role PURPOSE

As part of the Monitoring Evaluation Research and Learning (MERL) team, the primary role of the M&E System Business Analyst is to understand, maintain and support the Salesforce and (planned) Taroworks platforms, known as the “M&E System” from an M&E functional and utilisation perspective. This role will be key in ensuring successful utilisation, adoption and functional deployment, maintenance and ongoing use of the Project Management, Monitoring, Evaluation, Research and Learning (PMERL) system, aligned to Plan’s M&E frameworks and operating standards and procedures.

Through Programme Y.O.D.A. (Your Organisation’s Data and Analytics), we are changing our Enterprise Resource Planning (ERP) solution; revising our processes and working practices in relation to Finance, Grants, Programmes and Projects, and Supply Chain; and have developed a new Monitoring, Evaluation, Research and Learning (MERL) solution.

As part of Programme Y.O.D.A. this role will be work closely with the other functional teams that are responsible for components, e.g. Projects and Funds, Supply Chain Management and Finance, in order to deliver a final end-to-end solution that includes business-approved MERL functionality. Further, this role is expected to support users in the live PMERL environment as well, including developing custom reports or dashboards as well as support in data analysis on PMERL data.

Dimensions of the Role

This role has no Direct Reports, however it has an international reach as part of the M&E functional support team for the M&E System at all levels in the organisation including national offices, country offices, regional offices and the Global Hub.

Accountabilities

**Functional Support**

* Support M&E teams in the use of M&E systems, in particular PMERL.
* Work with IT on the maintenance and reporting of an issue log of functional support requests for the M&E System, through the online support ticketing process and M&E Regional networks, escalating common/high priority items.
* Support and communicate with users where system changes have been implemented and/or system releases lead to new/changed functionality.
* Maintain support and training guides and other support documentation.
* Work closely with IT teams in implementing basic Salesforce Administration tasks where necessary.

**M&E Data and Reporting/MI:**

* Champion the use of the M&E systems as the primary source of accurate data relating to results of programmes and projects.
* In response to user and business needs, create and maintain a consistent set of programme and project results dashboards and reports within Salesforce for use by programme and influence technical specialists and leadership; and business leaders.
* Respond to new report requests – work alongside the wider M&E team to review requirements, assess against existing reporting and, if required, establish new reports.

**System Utilisation:**

* Monitor use of the system and provide regular updates on performance and adoption.
* Identify, collect and assess functional system change requests for feasibility, regularly reporting to the senior support team members on common/high priority enhancement requirements.
* Understand how M&E systems can be used most effectively to support M&E processes and frameworks.

**Y.O.D.A. Business Support**

* Assist Data teams, such as Data Warehousing and BI teams to integrate data extraction and utilisation within the broader reporting requirements.
* Identify problems and work with relevant teams from Programme Y.O.D.A. for solutions

**Ongoing Continuous Improvement:**

* Provide analysis on M&E systems’ ability to deliver M&E functionality, uptake, snags, etc regularly.
* Support in the creation and deployment of customer surveys/other forms of feedback on M&E system processes and systems from the organisation.
* Ensures that Plan International’s global policies for Child Protection (CPP) and Gender Equality and Inclusion (GEI) are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

* Regional, Country & National Office M&E teams
* IT
* Functional Lead and Business Process Owners in M&E, Project management, Grants, Finance and Supply Chain
* Learning and Development Manager and teams
* Y.O.D.A. Programme Management office and project managers
* Vendors & Suppliers
* Peer organisations

Technical expertise, skills and knowledge

**Essential**

* Proven experience of supporting M&E and/or Salesforce/Force.com systems in a large and matrix organisation.
* Knowledge of M&E operations, principles, practices and processes.
* Experienced in the use of reporting tools to develop standard and ad hoc reports, in particular Salesforce reports.
* Experience in setting metrics and analytics and the ability to analyse data for operational and strategic decision making.
* Experienced in providing support to users of complex systems at varying levels of competency.
* Customer focused and strong stakeholder & user management skills.
* Excellent understanding and application of MS Excel.
* Must be adaptable and able to work independently on multiple tasks, prioritise workload effectively and meet deadlines in a fast paced environment.
* Strong analytical skills and robust problem solving skills.
* Attention to detail; accurate and observant.
* Fluent in English with strong verbal and written communication and interpersonal skills.

**Desirable**

* Experience of business process design and mapping.
* Spanish and/or French verbal and written communication skills is an advantage
* Bachelor’s Degree – Development, Business Administration, IT or other related field.
* Good project management skills and/or Project Management qualification
* Salesforce Certified Administrator.

Plan International’s Values in Practice

**We are open and accountable**

* Promotes a culture of openness and transparency, including with sponsors and donors.
* Holds self and others accountable to achieve the highest standards of integrity.
* Consistent and fair in the treatment of people.
* Open about mistakes and keen to learn from them.
* Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

* Articulates a clear purpose for staff and sets high expectations.
* Creates a climate of continuous improvement, open to challenge and new ideas.
* Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
* Evidence-based and evaluates effectiveness.

**We work well together**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children

Physical Environment

Typical Office environment – some ad-hoc international travel may be required

Level of contact with children

Low contact: No contact or very low frequency of interaction