

MERLA Manager

Job Context:

CDD is seeking to recruit a MERLA Manager (Monitoring, Evaluation, Research, Learning, and Accountability) to strengthen the MIS of CDD and its Partner Organizations (POs), mitigate organizational-wide data management errors, and ensure error-free information.

The MERLA Manager will be a senior member of CDD's Team, responsible for overseeing MERLA requirements and ensuring adherence. The MERLA Manager will be responsible for delivering data reviews, analysis, report generation, data storage, and archiving systems for CDD, including all partner Organizations.

The MERLA Manager will be responsible for supporting the overall MIS at CDD's HQ & field offices, and for supporting partner Organizations in improving the monitoring matrix and frameworks and mitigating information errors, as feasible. An initial assignment of the MERLA Manager will be to review and improve the overall organizational MERLA system.

Name of the Position	MERLA Manager (Female candidates only)
Job Duration	August 2026 to July 2027 (under annual terms of contract)
Renewable chance	Possibility of extension subject to performance and availability of funds.
Number of Vacancies	One (01)
Job Location	CDD HQ, Savar, Dhaka (with 25% field visit at project locations)
Nature of Job	Contractual
Age Limit	Minimum 40 years and Maximum 55 years
Salary Range	BDT 100,000 - BDT 120,000 (Plus festival bonus and any other admissible allowances as per CDD's policy.
Report To	Executive Director

Educational Requirement:

- Minimum Master's degree in Statistics, Economics, Public Health, Social Science, Social Research, Development Studies, Environmental Science, Public Policy and Governance, Educational Evaluation and Research, from any reputed university.
- Professional M&E Certification, Data Analysis Tools Training, SPSS, STATA, Power BI, or Excel Advanced, Project Management, Result-Based Management (RBM), CHS (Core Humanitarian Standard), Digital Data Collection Tools, Kobo Toolbox and related certifications will be an advantage.

Required Experiences:

- Minimum of 8 to 10 Years of job experience in either a MERLA Manager or Head of MEAL, and in senior positions.
- MERLA experiences gained by working in I/NGO and/or UN Agencies.

Duties and Responsibilities:

1. Establishment and Strategic Leadership of the MERLA Function

- Establish, institutionalize and continuously strengthen the MERLA Department of CDD.
- Lead and coordinate the MERLA team and ensure effective allocation of responsibilities, resources and technical support.
- Develop and implement an organizational MERLA strategy, annual work plan and budget aligned with CDD's Strategic Plan.
- Establish organization-wide MERLA standards, systems, tools, protocols and quality assurance mechanisms.
- Support CDD management in developing strategies, performance tracking systems and mechanisms for measuring organizational progress.
- Promote a culture of evidence-based decision-making, learning, accountability, innovation and adaptive management across CDD.

2. Monitoring, Results Measurement and Programme Quality Assurance

- Develop and maintain monitoring frameworks, matrices and systems for all CDD projects and programmes, including those implemented through partner Organizations.
- Develop project-specific M&E plans based on approved project goals, logical frameworks, theories of change, indicators, targets and donor requirements.
- Define and review Key Performance Indicators (KPIs) for measuring outputs, outcomes and impact.
- Establish systems for regular monitoring of project indicators and organizational performance at monthly, quarterly and annual levels.
- Compare actual achievements against planned results and identify gaps, underperformance, risks and emerging issues.
- Support programme teams to establish realistic, evidence-based targets during project design and proposal development.
- Develop an annual plan for spot checks, internal assessments and reviews of critical management controls and MIS systems.
- Conduct or coordinate field monitoring visits, spot checks, programme quality assessments and internal reviews of CDD field offices and partner Organizations.
- Review field and partner reports and provide technical guidance to improve programme quality and data reliability.
- Ensure that findings from monitoring, reviews and assessments are evidence-based and contribute to programme improvement and organizational value addition.
- Track findings and agreed actions from monitoring visits, data audits, internal assessments and investigations, and ensure timely follow-up and closure.

3. Data Management, MIS and Data Quality Assurance

- Establish and strengthen systems for systematic collection, consolidation, analysis, storage and reporting of programme and organizational data.
- Ensure regular harvesting and consolidation of data from CDD projects, programmes, field offices and partner Organizations.
- Design and maintain appropriate data collection tools, including surveys, checklists, forms, databases and mobile data collection applications.
- Ensure that data collection tools and systems respond to CDD's information needs, donor requirements and the changing development context.
- Establish data quality standards covering accuracy, completeness, consistency, timeliness, validity and integrity.
- Conduct regular data quality assessments, spot checks, data audits and verification exercises.
- Ensure that field staff and partner Organizations are trained in proper data collection, documentation, data management and ethical standards.
- Strengthen and promote the use of appropriate digital systems, including mobile data collection, GIS and real-time monitoring technologies.
- Ensure appropriate use of data analysis and visualization tools, including Excel, SPSS, STATA, Power BI and other relevant software.
- Ensure appropriate protection, confidentiality and responsible management of programme and participant data.

4. Evaluation, Research and Evidence Generation

- Develop research and evaluation questions aligned with project objectives, outcomes, and organizational priorities and identified evidence gaps.
- Design appropriate quantitative, qualitative or mixed-method research and evaluation methodologies.
- Lead or coordinate baseline, mid-term, end-line, outcome, impact, process and other relevant evaluations.
- Develop Terms of Reference for external researchers, evaluators and consultants, where required.
- Manage and provide technical oversight to external research and evaluation processes.
- Ensure that research and evaluation findings are analyzed rigorously and translated into actionable recommendations.
- Promote the generation and use of evidence to improve programme design, implementation, quality and impact.
- Provide evidence and data insights to support proposal development, project extensions, fundraising and strategic decision-making.
- Ensure that research and evaluation processes follow appropriate ethical standards, including informed consent, confidentiality and protection of participants.
- Ensure that required ethical approvals are obtained from the appropriate competent authorities of CDD or other relevant bodies.

5. Learning, Knowledge Management and Adaptive Management

- Establish and continuously improve organizational systems for learning, knowledge management and evidence sharing.

- Facilitate quarterly, annual and other periodic learning, reflection and review processes across CDD.
- Promote regular reflection on programme performance, field realities, emerging challenges, successes, failures and unintended outcomes.
- Ensure systematic documentation of good practices, innovations, lessons learned, challenges and unintended results.
- Analyze lessons learned and facilitate the development and implementation of actions for programme quality improvement.
- Promote adaptive management by ensuring that programme strategies and implementation approaches are informed by evidence, monitoring findings and changing field realities.
- Support innovation through pilot testing, learning and scaling of successful approaches across CDD and partner Organizations.
- Develop and maintain a central knowledge management hub or repository containing reports, evaluations, research, case studies, learning products and other relevant knowledge resources.
- Ensure that knowledge products are appropriately organized, accessible and available to relevant CDD staff and partners.
- Facilitate knowledge sharing through workshops, webinars, newsletters, learning events and other appropriate communication platforms.
- Strengthen learning mechanisms among CDD and partner Organizations and promote a continuous learning culture.

6. Accountability and Feedback Mechanisms

- Establish and strengthen accessible, inclusive and effective feedback and complaints mechanisms across CDD programmes and field operations.
- Support the establishment and effective functioning of appropriate channels, including suggestion boxes, hotlines, feedback forms, community meetings and other context-appropriate mechanisms.
- Ensure that communities, participants and stakeholders are informed about project plans, budgets, activities, progress and relevant decisions, as appropriate.
- Ensure that communities and stakeholders understand how they can participate, provide feedback, raise concerns or submit complaints.
- Establish systems for recording, analyzing, responding to and following up on complaints and feedback in a timely and appropriate manner.
- Ensure confidentiality and appropriate referral of sensitive complaints and safeguarding-related concerns in accordance with CDD policies and procedures.
- Align accountability systems with relevant standards and frameworks, including the Core Humanitarian Standard (CHS), where applicable.
- Establish accountability standards and indicators as part of programme performance monitoring.
- Analyze feedback and complaints data and use findings to improve programme quality, relevance and accountability.

7. Reporting, Dashboards and Communication of Evidence

- Develop and maintain systems for regular consolidation and analysis of programme and organizational data.

- Prepare MERLA reports and analytical updates for CDD management and relevant governance and coordination platforms.
- Prepare and present consolidated MERLA findings for Executive Committee meetings, annual reviews, management meetings and other relevant forums.
- Ensure that donor reports are accurate, evidence-based, timely and aligned with project-specific requirements.
- Develop internal dashboards and regular performance updates for management decision-making.
- Prepare charts, maps, infographics and other visual products to communicate data and evidence effectively to CDD staff, partners and relevant stakeholders.
- Ensure that CDD's performance and results are appropriately linked, where relevant, to the CDD Strategic Plan, Sustainable Development Goals (SDGs), relevant national plans and other strategic frameworks.

8. Capacity Development of Staff and Partners

- Assess MERLA capacity needs among CDD staff, field teams and partner Organizations.
- Develop and implement capacity-building plans on monitoring, evaluation, research, data management, data ethics, learning and accountability.
- Conduct workshops, coaching, mentoring and on-the-job training for HQ, field-level and partner staff.
- Strengthen the capacity of programme officers and partner Organizations to use MERLA data for programme improvement and decision-making.
- Provide technical support during field visits and assist teams in identifying practical solutions to monitoring, data quality and programme performance challenges.
- Promote consistent application of CDD MERLA systems, standards and tools across projects and partner Organizations.

9. Proposal Development, Strategy and Decision Support

- Provide technical input into logical frameworks, theories of change, results frameworks, indicators and targets during proposal development.
- Ensure that project objectives, indicators and targets are realistic, measurable and supported by evidence.
- Provide MERLA data and analysis to support organizational strategy development and implementation.
- Use monitoring, research, evaluation and learning evidence to influence programme and strategic decisions.
- Support CDD management in tracking strategic priorities, organizational commitments and progress against agreed plans.
- Promote the use of evidence and learning in programme design, resource allocation and organizational decision-making.

10. Compliance, Due Diligence and External Coordination

- Collaborate with relevant internal departments and external stakeholders on MERLA, data quality, programme quality and accountability matters.
- Coordinate, as required, with external agencies, auditors, NGO Affairs Bureau, government authorities, local administration and other relevant stakeholders.

- Track, report and support the timely implementation of committed actions arising from due diligence assessments, audits, reviews and other external assessments.
- Support the monitoring and follow-up of agreed actions related to organizational and programme compliance.
- Ensure that MERLA systems and evidence contribute to organizational accountability, transparency and continuous improvement.

11. Organizational Performance and Impact Measurement

- Develop systems for consolidating project-level results to provide an organization-wide overview of CDD's performance and contribution.
- Analyze trends in programme performance, outcomes and impact across projects and geographical areas.
- Identify cross-cutting organizational strengths, weaknesses, risks, gaps and opportunities for improvement.
- Ensure that MERLA evidence contributes to understanding CDD's broader contribution to disability-inclusive development and other strategic priorities.
- Promote the use of evidence to demonstrate organizational results, learning, value addition and impact to management, partners, donors and other stakeholders.

Safeguarding Responsibilities:

- Adhere to CDD's Children and Adults at Risk Safeguarding and other associate safeguarding policies of the organization, ensuring the safety and well-being of all project participants.
- Promote a safe and secure environment for all participants and stakeholders of the project.
- Report any safeguarding concerns promptly and follow the designated reporting procedures.

Desired Requirements: Knowledge and Skills.

1. Monitoring and Results-Based Management

Knowledge

- Results-Based Management (RBM) and Theory of Change
- Logical Framework Approach and results chains
- Indicators, baselines, targets and milestones
- Output, outcome and impact measurement
- Monitoring systems for multi-year, multi-partner programmes
- Programme quality assurance and compliance monitoring

Skills

- Develop project and organizational monitoring frameworks
- Design indicators that are SMART, measurable and disability-inclusive
- Develop Performance Measurement Frameworks and Indicator Tracking Tables

- Establish routine monitoring systems and reporting schedules
- Analyze programme progress against targets
- Identify implementation gaps and recommend corrective action
- Conduct field monitoring and programme quality assessments

2. Evaluation Knowledge and Skills

Knowledge

- Types of evaluation: baseline, mid-term, end-line, process, outcome and impact evaluation
- Evaluation standards and principles
- Evaluation designs, including qualitative, quantitative and mixed methods
- Contribution analysis and outcome harvesting
- Evaluation of partnership-based programmes

Skills

- Develop Terms of Reference for evaluations and research
- Design evaluation methodologies and tools
- Manage external consultants and evaluation teams
- Review evaluation reports for quality and rigor
- Assess programme relevance, effectiveness, efficiency, sustainability and impact
- Develop and track management responses to evaluation recommendations

3. Research and Evidence Generation

Knowledge

- Applied social research methods
- Quantitative, qualitative and mixed-methods research
- Sampling techniques
- Survey design and questionnaire development
- Participatory and Inclusive research methods
- Ethical considerations in research involving children and persons with disabilities

Skills

- Design and manage operational research and studies
- Conduct literature and secondary data reviews
- Develop research questions and methodologies
- Analyze and interpret research findings
- Convert evidence into practical programme recommendations
- Prepare research reports, learning papers, case studies and policy briefs

4. Data Management and Data Analysis

Knowledge

- Data quality principles: accuracy, completeness, consistency, timeliness and integrity
- Database management
- Data protection and confidentiality
- Digital data collection systems

- Data disaggregation and inclusion-sensitive data management

Skills

- Develop data collection and reporting systems
- Manage programme databases and data repositories
- Clean, validate and analyze datasets
- Conduct data quality assessments
- Analyze data by relevant variables, including:
 - Sex
 - Age
 - Disability type and functional difficulty
 - Location
 - Socio-economic status
 - Other relevant vulnerability factors
- Produce dashboards, charts and data visualizations
- Identify trends, outliers and anomalies in programme data

Preferred technical skills

- Advanced Microsoft Excel
- Kobo Toolbox/ODK or similar digital data collection platforms
- Power BI, Tableau or similar data visualization tools
- SPSS, Stata, R or similar statistical software

5. Disability-Inclusive MERLA

Knowledge

- Rights-based and social models of disability
- CBR/CBID principles and approaches
- UN Convention on the Rights of Persons with Disabilities (UNCPRD)
- Rights and Protection of Persons with Disabilities Act of 2013
- Disability-inclusive development
- Washington Group Questions and disability data collection
- Participation of persons with disabilities in monitoring and evaluation
- Inclusive and accessible research methodologies

Skills

- Design MERLA systems that capture the experiences of persons with disabilities
- Ensure meaningful participation of children and youth with disabilities in MERLA
- Develop accessible data collection tools and processes
- Analyze disability-disaggregated data appropriately
- Apply reasonable accommodation in research and evaluation
- Ensure that persons with disabilities participate as data collectors, respondents, researchers, analysts and decision-makers, where appropriate

6. Learning and Knowledge Management

Knowledge

- Organizational learning concepts

- Knowledge management systems
- Adaptive management
- Communities of practice
- Learning loops and evidence-based decision-making

Skills

- Facilitate reflection and learning sessions
- Convert monitoring findings into programme improvements
- Document good practices, innovations, challenges and failures
- Develop learning agendas
- Facilitate after-action reviews and pause-and-reflect sessions
- Produce learning briefs and case studies
- Promote evidence-based decision-making across CDD and partner Organizations.
- Establish systems for sharing learning across CDD and partner Organizations

7. Accountability to Affected Populations and Stakeholders

Knowledge

- Accountability principles in development and humanitarian programming
- Inclusive Feedback and Complaints Response Mechanisms (IFCRM)
- Safeguarding, PSEA and protection principles
- Participation and feedback of children, youths, and adults with disabilities and their carers.
- Core Humanitarian Standard principles, where relevant

Skills

- Design accessible feedback and complaints mechanisms
- Analyze feedback and complaints data
- Ensure confidentiality and safe referral of sensitive complaints
- Establish systems for closing the feedback loop
- Assess beneficiary/client satisfaction and perceptions
- Ensure accountability to:
 - Children and youth with disabilities
 - Caregivers and families
 - Communities
 - Partner Organizations
 - Government stakeholders
 - Donors
 - Others as relevant

8. Partnership and Capacity Strengthening

Knowledge

- Partner-based programme monitoring
- Organizational capacity assessment
- Localization and locally led development
- Partnership principles and accountability

Skills

- Assess the MERLA capacity of partner Organizations
- Develop partner capacity-strengthening plans
- Provide coaching and technical support to partner MERLA staff
- Harmonize data collection and reporting systems across partners
- Conduct joint monitoring and learning visits
- Strengthen the quality and reliability of partner-generated data

9. Reporting and Communication of Evidence

Knowledge

- Donor reporting requirements
- Evidence-based reporting
- Data storytelling and visualization

Skills

- Review programme reports for accuracy and evidence
- Prepare organizational performance reports
- Develop concise management dashboards
- Present complex data clearly to senior management and boards
- Communicate findings to technical and non-technical audiences
- Translate data into compelling evidence for fundraising and advocacy

10. Management and Leadership Skills

Skills

- Lead and manage a MERLA team
- Develop annual MERLA plans and budgets
- Coordinate with programme, finance, HR, compliance and fundraising teams
- Set quality standards for MERLA systems
- Manage multiple projects and deadlines
- Facilitate cross-departmental collaboration
- Mentor and develop staff
- Promote a culture of learning, reflection and accountability

Essential Behavioral Competencies:

- Analytical thinking
- Critical thinking and curiosity
- Attention to detail
- Integrity and confidentiality
- Objectivity and impartiality
- Strong communication and facilitation skills
- Ability to challenge programme assumptions constructively
- Ability to work with diverse stakeholders
- Commitment to disability inclusion and participation

- Learning orientation and openness to evidence
- Problem-solving and adaptability
- Time Management
- Ability to manage a complex and varied workload;
- Work effectively under pressure;
- Ability to organize priorities and work to ensure deadlines are met.
- Ability to translate data into action
- Flexible and proactive approach with the ability to work both independently and cooperatively within a team setting
- Positive attitude at work and engaging respectfully with partner Organizations and the community.

Additional Requirements:

- In-depth knowledge of donor requirements, including those of INGOs, UN Agencies, government bodies, and financial institutions, regarding the monitoring matrix and framework.
- Strong understanding of Bangladesh's NGO Affairs Bureau (NGOAB) regulations and reporting requirements, including annual report.
- Excellent verbal communication, report writing, and presentation skills in English.
- Strong team working skills and ability to develop and maintain effective working relations at all levels both within and outside the team.
- Cross-cultural experience, understanding and sensitivity.