

# Monitoring & Learning Coordinator

Multi-country Urban Water Project

**Change starts  
with you**



# We are WaterAid

## Our vision

Water, sanitation and hygiene.  
Our vision is 'A world where everyone, everywhere has sustainable and safe water, sanitation and hygiene'.

## Our mission

Transform lives through sustainable and safe water, sanitation and hygiene.

**Photo: Fanny, 13, washes her hands with clean water from a tap at her school. Chinganji, Malawi. June 2024.**

## WaterAid's values in action

Our values define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid – who we are, what we do and how we do it.

**Respect:** Treating everyone with dignity and respect, and championing the rights of all.

**Accountability:** Being accountable to the people WaterAid works with, and to those who support them.

**Courage:** Being bold and inspiring in their actions and words.

**Collaboration:** Working with others to maximize their impact.

**Innovation:** Being creative and agile, and committed to lifelong learning.

**Integrity:** Acting with honesty and conviction, and being consistent with openness, equality, and human rights.

# About the role



## Job purpose

The Monitoring & Learning Coordinator will lead the design, coordination, and implementation of monitoring, reporting, and learning processes for WaterAid's Multi-country Urban Water Project. This is a bold initiative aiming to raise \$40 million and reach two million people with clean water in urban areas across six anchor countries: Colombia, Nigeria, Rwanda, Mozambique, Bangladesh, and Cambodia. The campaign also seeks to build a global movement of youth advocates to demand action from world leaders to achieve SDG 6 relating to universal access to water and sanitation.

This role ensures accurate, timely data collection and learning, promotes adaptive management, and supports evidence-based decision-making. Working closely with country teams and partners, the Monitoring & Learning Coordinator will strengthen monitoring and learning capacity, support the articulation and measurement of project impact, and help consolidate insights to inform both internal learning and sector-wide knowledge on urban water programming. This includes tracking progress towards the ambitious goal of reaching two million people.

The role will also support donor reporting, liaise with Member offices, and deputise for the Project Delivery Lead when required.

## Team description

This role will be part of a small Project Management Unit (PMU) located within the Programme Operations Team. This team enables the effective management of the International Programmes Department (IPD) through ensuring IPD Teams have access to robust high quality management policies, systems, process, tools and capabilities that work to support the delivery of programmes, enable the effective management of risk, and ensure strong financial planning and management. The role will report in to the Project Delivery Lead, within the Programme Design & Management Team which is a sub-team that facilitates clear programme direction with standardised results frameworks, monitoring, reporting and financial reporting systems, responsible for donor contract management and reporting.

# Terms of appointment



Place of work:	20 Canada Square, Canary Wharf, London, E14 5NN  We support and enjoy a hybrid working environment. A minimum of 40% of working time is spent face to face, either in London office, for coordination, collaboration, and connectivity across the team, or as a result of external engagement or travel for WaterAid.
Pay band:	Grade 4
Salary:	£44,168 – £46,493 with excellent benefits
Contract type:	5 years fixed term in alignment with donor contract - <b>contingent upon successfully securing project funding</b> - target start date September 2025
Reports to:	Project Delivery Lead
Manages:	No line management responsibility May have some consultant management responsibilities
Budget responsibility:	None
Travel:	Up to 30%

## Accountabilities



## 1. MEL System Design & Implementation

- Lead the development and refinement of the over-arching monitoring and learning framework and tools for the multi-country project, ensuring alignment with WaterAid's global monitoring, reporting and learning standards and donor requirements.
- Coordinate with country teams to operationalise data collection, management, and reporting systems that are practical, consistent, and rigorous across contexts.
- Develop and maintain project-level results frameworks, indicator tracking tools, data quality assurance protocols, and data management systems.

## 2. Data Management & Reporting

- Support timely and accurate data collection, entry, analysis, and reporting across all country programmes.
- Consolidate country-level data for project-wide reporting to internal and external stakeholders, including donors.
- Ensure data quality and integrity through routine data verification, spot checks, and capacity building of country teams.
- Produce periodic monitoring and learning reports, highlighting progress, challenges, lessons learned, and recommendations for adaptive management.

## 3. Learning & Knowledge Sharing

- Facilitate cross-country learning by synthesising evidence, organising learning events, and documenting case studies, good practices, and innovations.
- Work with technical teams to translate monitoring and learning findings into practical recommendations for programme improvement.
- Promote a culture of continuous learning, reflection, and adaptive management within project teams and partners.

## 4. Capacity Strengthening & Support

- Provide technical support and training to country-level monitoring and learning staff, partners, and stakeholders to strengthen monitoring and learning capacity and systems.
- Develop user-friendly, project specific, guidance, tools, and training materials adapted to different country contexts, if required
- Foster a collaborative monitoring and learning community of practice across project countries to share experiences and build collective capacity.

## 5. Coordination & Representation

- Serve as the primary monitoring and learning focal point for the multi-country project, liaising with relevant WaterAid global and member teams and other stakeholders as required.
- As part of WaterAid's wider monitoring and learning staff, Participate in internal and external MEL forums to share learning and contribute to sector-wide monitoring and learning developments.



# Person specification



## Essential skills

- Degree (Masters preferred) in relevant field (e.g. international development, social sciences, public health, water resource management, statistics, or similar) or commensurate experience from working in relevant fields
- Strong demonstrable experience in monitoring, evaluation and learning in international development, preferably in WASH, urban development, or public health.
- Proven experience developing and managing MEL systems and processes for complex, multi-country or large-scale projects.
- Significant familiarity with both qualitative and quantitative MEL methods, participatory approaches, and adaptive management.
- Demonstrated ability to develop results frameworks and performance indicator tracking tools.
- Experience supporting data management systems, data quality assurance, and analysis for programme learning and reporting.
- Strong analytical and data management skills, including use of software for data analysis and visualisation
- Excellent facilitation, capacity building, and coaching skills to support country teams and partners.
- Strong interpersonal, cross-cultural communication and collaboration skills.
- Ability to work independently, manage multiple priorities, and coordinate across dispersed teams.
- Excellent written and verbal communication skills, with experience producing reports and presenting findings for diverse audiences.

## Desirable skills

- Experience working with urban WASH programmes, particularly in low- and middle-income countries.
- Experience in participatory MEL approaches and adaptive programme management.
- Experience designing surveys using mWater software, or equivalent.
- Knowledge of safeguarding, gender equality, disability inclusion, and social accountability in MEL processes.
- Fluency in Spanish, Portuguese or other relevant languages is an advantage.

## **Our people promise**

We will work with passion and focus to make sure everyone everywhere has clean water, decent toilets and good hygiene. WaterAid is a place of purpose – where people have a real commitment and shared responsibility for the impact we have. We are a global community with diverse backgrounds and perspectives, motivated by inspiring, stimulating work. We are determined to put the wellbeing of our people first, to be a place where people feel safe and able to contribute their voice and truly live our values.

## **Equal opportunities**

We are an equal opportunity, disability-confident employer and are dedicated to achieving the highest standards of diversity, equity, and inclusion. We welcome applications from people of all backgrounds, beliefs, customs, traditions and ways of life. This includes, but is not limited to, race, gender, disability, age, sexual orientation, religion, national or social origin, health status, and economic or social situation.

## **Safeguarding**

We are also committed to protecting everyone we come into contact with. We have a zero tolerance approach to abuse of power, privilege or trust across our global work, and any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously. All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks).

**Wherever you work in WaterAid and whatever job you do,  
you'll be joining a global network determined to reach everyone,  
everywhere with clean water, decent toilets and good hygiene.  
For health, for life, forever.**



# WaterAid has one goal:

To change the world through  
clean water, decent toilets  
and good hygiene.

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