

Practical ACTION

MEL SYSTEMS OFFICER



Practical Action

ABOUT US

We are the practical anti-poverty organisation. A global community taking practical action on the frontlines of today's environmental crises to start the big changes the world urgently needs.

Together we are creating greener, fairer ways to make a living and building resilience to the shocks climate change brings. These are real-world, locally-led solutions, designed to grow and last. Because the climate crisis and poverty are the same fight. And big change starts with practical action.

Founded in 1969 by radical economist EF Schumacher, author of 'Small is Beautiful', our belief in locally-owned, people-centred solutions continues to fuel everything we do.

We have over 50 years of experience working across Africa, Asia and Latin America. Our group consists of a UK registered charity with experienced country teams, an expert consulting service and an independent development publishing company. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

OUR AIMS

Practical Action exists to change the systems that keep people in poverty and vulnerable to the impacts of climate change and nature loss. We work alongside communities to build resilient livelihoods and thriving, inclusive societies — and we are working to deliver three big, global changes:

- Big change on food — to sustain people and planet
- Big change on energy — clean and accessible for everyone
- Big change on climate risk — so people are prepared and protected

All our work is focused on two connected areas:

Practical action on livelihoods

Secure livelihoods are the foundation of wellbeing, dignity and choice. Yet for millions of people, earning a living remains fragile. Markets are hard to reach. Services are unreliable. Finance is out of reach. Climate change, inequality and weak local economies steadily undermine progress.

We work with people to build livelihoods that are productive, inclusive and able to adapt. We partner with farmers, entrepreneurs and workers to strengthen skills, improve access to markets and help small businesses grow. This includes supporting people to add value to what they produce, connect to fairer trading systems, build skills for work and enterprise, and access the energy, tools and finance that support a reliable income and a decent quality of life.

We focus on livelihoods that endure. By removing the barriers that hold people back, especially women and marginalised groups, we help communities build stability, resilience and opportunity over the long term.

Practical action on climate resilience

Climate resilience is about people being able to pursue their lives and ambitions despite a changing

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climate. As temperatures rise and rainfall patterns shift, communities must adapt over time, not simply recover from shocks. Without this, hard-won progress in health, education and livelihoods is easily undone.

We embed climate resilience into everyday decisions, systems and services. We work with communities, institutions and governments to plan for long-term climate stresses, adapt livelihoods and infrastructure, and manage natural resources sustainably. This includes strengthening local governance, integrating climate risk into development planning, and ensuring adaptation reflects the priorities of those most affected.

By treating resilience as part of development, rather than a response to disaster, we help create conditions where people can continue to invest, grow and thrive in a changing climate

Practical Action

ABOUT THE ROLE

Our Vision

Last review: April 2026

Title	MEL Systems Officer
Reporting to	Head of Impact and Learning
Direct reports	None
Groups	MEL community, II&I
Financial Scope	No budget responsibility
Location	Any Practical Action registered office
Duration	2 year fixed term contract (option to extend)
Grade	TBA (positioned at Professional 3 or 4)
Travel	International travel up to 4 weeks per year

LOCATIONS: UK, Kenya, Rwanda, Senegal, Zimbabwe, Peru, Boliva, Nepal or Bangladesh

It is a requirement of employment that you are able to provide the necessary documentation as proof of entitlement to legally work in the country to which you are applying

About the role

This is a people-facing, system-focused role. The MEL Systems Officer is responsible for maintaining the quality, organisation, and user uptake of Practical Action's online MEL system. You will develop the protocols that guide how data is entered and maintained, and support internal teams to follow them, ensuring colleagues always have accurate data to draw on for reporting, learning and influencing.

This role requires high degrees of organisational skills, demonstrating a methodical and people-oriented approach. You will act as a bridge between the MEL system and our internal MEL community, ensuring the system is user friendly, contains high-quality data, and that users feel supported in using it.

1. SYSTEM ADMINISTRATION & ORGANISATION

- Ensure high-quality and well organised MEL data, system structures, indicators, results, and templates and carry out routine data quality checks to ensure consistency.
- Work with the Data & Insights team to ensure Power BI reports are optimised, providing useful management information for analysis and decision making.
- Maintain clear, accessible user guidance documentation and standard operating procedures.
- Coordinate with system providers and IT colleagues to develop system upgrades and fixes, and ensure smooth integration with the Outcome Harvesting system.

2. USER SUPPORT & RELATIONSHIP BUILDING

- Act as the primary point of contact for MEL and programme staff on system queries, providing high quality customer support, managing user accounts, permissions and access.
- Routinely deliver onboarding and training sessions for new and existing users.
- Build strong relationships across our MEL community, proactively identifying challenges and opportunities for system improvements.

3. REPORTING & DASHBOARDS

- Produce organisational impact dashboards, MEL reports, and supporting information for both annual and donor reporting, all in clear, accessible formats for a range of stakeholders.
- Support MEL colleagues to extract and present data for project reviews, evaluations and learning processes.

4. MEL PROCESS SUPPORT

- Incorporate theories of change, results frameworks and indicators into the system as they develop over time, working with MEL colleagues to incorporate latest thinking.
- Support knowledge sharing within internal communities of practice by ensuring that reports, evaluations, learning products and evidence are accessible on internal platforms.
- Provide technical MEL advice and support to programme teams and II&I colleagues as required.

PERSON PROFILE

Qualifications, Knowledge and Experience

To be successful in this role, the ideal candidate will be able to demonstrate:

ESSENTIAL

- Experience administering online data systems, databases or digital platforms, with confidence working with structured data and reporting tools.
- Highly organised and methodical, with a drive to produce high-quality output.
- Confident communicator and relationship builder, with a focus on nurturing team coherence.
- Demonstrable experience in leading and delivering training and user support.
- Good understanding of MEL concepts, indicators, results frameworks, data collection and theories of change.
- Ability to explain system or data processes clearly to non-technical audiences.
- Fluent English, written and spoken.

DESIRABLE

- Experience working in an international development or NGO context.
- Familiarity with MEL or data collection platforms (e.g. Kobo, or similar).
- Experience producing dashboards or data visualisations (e.g. Power BI, Tableau, Excel).

- Proficiency in one or more additional languages, Spanish, French or Arabic particularly.

HOW TO APPLY

To apply please submit a copy of your CV and supporting that includes the answers to the following questions:

APPLICATION QUESTIONS

1. Please describe your experience administering an online data system, database or digital platform. What was the system, what was your role in managing it, and how did you ensure the quality and consistency of the data held within it
2. This role involves supporting a wide range of colleagues, many of whom are not technical specialists, to use our MEL system confidently and correctly. Please give an example of a time you have delivered training or user support on a system or process. What approach did you take, and how did you know it was effective?
3. Please describe your understanding of Monitoring, Evaluation and Learning (MEL) in an organisational context. What experience do you have working with results frameworks, indicators or theories of change, and how have you applied this in practice?

APPLICATION INFORMATION

Why join us?

You will join a high performing directorate of 22 professionals, all committed to making the world work better for everyone. You will experience and contribute to a friendly and supportive culture, working with values driven and highly engaged teams, and where work life balance and agile working is valued.

In the UK, our open plan offices are located in the centre of Rugby and near to Rugby train station but we also offer free parking.

In addition, we offer the following benefits:

- Full time roles are contracted at 35 hours per week.
- It is our normal practice to operate a hybrid working policy, where flexible working hours are enabled as well as remote working.
- 27 days holiday rising with continuous service, in addition to public holidays
- Pension scheme - employer contributes 10.5% of salary and the employee contributes 5%.
- Enhanced family friendly policies, including maternity, adoption, paternity, and shared parental leave.
- Life assurance (3 x annual salary).
- Cycle to Work scheme / Shower facilities
- Employee Assistance Programme – access to our Wellbeing platform
- Learning and Development Opportunities

- Sit / Stand desks available in our modern offices.

RECRUITMENT PROCESS PRIVACY NOTICE

Information you need to know:

Your CV/resume, covering letter or supporting statement submitted in support of an application for any position with the Practical Action Group will be used during the recruitment process to short list suitable candidates who will be invited to interview.

Practical Action collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number;
- Details of your qualifications, skills, experience and employment history;
- Information about your current level of remuneration, including benefit entitlements;
- Bank details at on-boarding stage to set you up for pay if you are successful in your job application;
- Whether or not you have a disability for which Practical Action needs to make reasonable adjustments during the recruitment process;
- Information about your entitlement to work in the UK;

We sometimes use third party job application platforms to publish and receive applications for roles at the Practical Action Group. When you apply through these portals the organisation's privacy information will be available to you. We only work alongside other organisations in this way under a contract and if we are satisfied that they will keep your information safely and securely using it only in the same legal ways that we would.

During the recruitment process and with your permission, informing you that we are doing so, Practical Action may also collect personal data about you from third parties, such as references supplied by former employers. We may also perform checks on your identity to establish your right to work in the UK where applicable. We are also obliged to seek information about criminal convictions and offences in meeting our obligations and exercising specific rights in relation to employment.

If your application is successful, personal data gathered during the recruitment process will form part of your electronic personnel file and retained during your employment and afterwards in line with legislation including the storage of personal records and to comply with the requirements of any statutory bodies.

The legal basis for processing personal data is either contract and/or legal obligation when applying for roles and the employment contract between Practical Action and you if you are successful. If we are required by law to share your information, (e.g., in response to a warrant or court order), we will do so.

Practical Action may process information about whether or not applicants have a disability in order to make reasonable adjustments. This is to carry out its obligations and exercise specific rights in relation to employment.

Practical Action is obliged to seek information about criminal convictions and offences. Where Practical Action seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

We automatically delete the personal information of unsuccessful applications 12 months after the application process ends, unless a candidate requests that we keep their details for longer. Statistical information like ethnicity, sexuality and disability may be kept ensuring that our recruitment processes are inclusive and not discriminatory, but this information is completely anonymised.

We may also share your information both within and outside of the European Union with those involved

in the recruitment process, if necessary for the performance of their roles in terms of supporting with this process. In addition to the above, we may also use your information for the purpose of monitoring the number of applicants received through a particular advertising campaign. This will only be used where we have received your explicit consent to do so.

Consultant details are held on our consultancy database and shared within Practical Action Consulting, including outside of the UK, for potential roles. We will contact you if we find a suitable role or proposal which we think you may be interested in. To ensure your information is accurate and that you are happy to remain on our database, we will ask you to refresh your CV with us periodically according to our Data Retention Policy