

Monitoring and Evaluation Manager, CycleTel™, India

CycleTel™ is an mHealth innovation, developed and tested in India, that is positioned to be the first ever family planning method offered via SMS. No doctors, no visits to the health clinic—CycleTel puts family planning knowledge and use in the hands of couples, on their mobile devices. Based on the Standard Days Method® (SDM) of family planning, our service has the potential to reach millions of women in India who have access to a mobile phone.

CycleTel seeks a Monitoring and Evaluation Manager to play a leadership role in bringing CycleTel to scale by monitoring field partnerships and coordinating evaluation efforts. CycleTel is launching new partnerships to expand the reach of the service, and this new role will ensure successful monitoring, evaluation, and data utilization of various customer acquisition activities and social impact of the service.

CycleTel is an initiative developed and incubated by Georgetown University's Institute for Reproductive Health (IRH) in Washington, DC. IRH works to reduce unmet need for family planning by increasing fertility awareness and expanding access to family planning methods.

POSITION SUMMARY

The Monitoring and Evaluation Manager (MEM) will oversee all evaluation activities of CycleTel in India, responsible for managing the technical and operational aspects of monitoring, learning, and evaluation of CycleTel's customer outreach and acquisition strategies. The MEM will work closely with field outreach partners, mobile operators and marketing agencies to ensure implementation of respective monitoring tools, programs, and responsibilities. S/he will also lead social impact data collection and analysis, as well as utilization and dissemination efforts of evaluation outcomes. The candidate will have an exceptional track record in monitoring and evaluating programs, and ideally programs involving new products and/or services. Knowledge of and experience working in family planning is a plus, particularly in relation to fertility awareness-based methods, and the cultural and gender influences on family planning decisions in the Indian context.

ESSENTIAL FUNCTIONS

Lead Monitoring, Learning, and Evaluation (MLE) Activities

- Design and manage monitoring and evaluation systems from conception to implementation, including survey design, partner monitoring and oversight, data collection and analysis, utilizing data, and reporting and presenting findings.
- Develop MLE tools and reporting instruments to collect and analyze data, including phone survey design for customer interviews and feedback, as well as data collection tools for partners to collect and track customer outreach efforts.
- Train and monitor staff from field partners and local research organizations on MLE systems, tools, and activities as needed. Carry out regular field visits/monitoring visits to partners to ensure appropriate utilization.
- Prepare regular reports on progress of MLE and project/partner activities. Utilize customer data for use in reporting and real-time project decision-making.
- Lead data analysis and utilization efforts, distilling important learnings, presenting key findings and developing data visuals.
- Contribute to quarterly reports for donors, and to other evaluation reports as needed.
- Participate in and contribute to project results dissemination. Represent CycleTel to partners, funders, and policy-makers, especially with regards of project learnings and data utilization.
- Foster strong partnerships and a team approach to MLE including facilitating monthly meetings/calls between IRH and partners.

Support social impact analysis of CycleTel

- Identify and manage local research agencies as needed to undertake social impact analysis to assess outcomes of activities.
- Manage local IRB process, including submitting applications, presenting to local IRB board, and managing relationship with IRB committee as needed.
- Coordinate with IRH research team in Washington and local research partners in India for the technical and administrative aspects of baseline and endline research, ensuring alignment with project strategies and goals.
- Train data collection agents in delivering customer surveys and collecting customer data in appropriate, secure, and safe manner.
- Support data analysis (quantitative and qualitative) collected during monitoring activities.
- Provide technical support for and training of CycleTel outreach agents, delivery partners and research agencies on CycleTel, SDM, and other technical family planning needs.

QUALIFICATIONS

Your education, professional network, and industry expertise includes...

- Graduate degree in public health, anthropology, sociology, demography, or a related field.
- 3-5 years of experience conducting applied research, including management, training, and program MLE of field level research and implementation partners.
- Knowledge of mHealth, technology, family planning, and reproductive health issues approaches a plus.

You have generated and utilized evidence to guide new services that create social impact, with....

- Demonstrated experience in research-to-practice efforts, especially in applying monitoring and evaluation data to improve program performance and ensure performance indicators are achieved.
- Experience in survey instrument design and implementation, including experience with mobile phone surveys, in-depth interviews, focus-groups with clients and other qualitative data tools.
- Advanced Microsoft Excel skills and familiarity with SPSS and ATLAS.ti for data analysis efforts.
- Ability to generate data visuals, graphing, reports, and PowerPoints and to present these findings to various audiences.
- Commitment to seeing the big picture and the “so what?” of evaluation outcomes, in order to extract practical and applicable learnings of results.

You are a self-starter and problem-solver, with....

- Experience working in a start-up environment, developing and executing strategies with limited support. Must be able to think creatively and operate nimbly.
- Ability to work effectively and collaboratively with a variety of external partners across sectors, as well as internal teams connected virtually and in-person. Ability to multitask a must.
- Passion and experience bringing life-changing products, services, and information to customers who need them most, at a socially affordable price point.

You are a strong communicator, with excellent...

- Verbal and written communication skills in English and Hindi required.
- Presentation, training and interpersonal skills, with the ability to convey CycleTel’s value proposition to customers and partners, as well as evaluation results to donors and partners.
- Organizational skills, attention to detail, and ability to communicate with ease with a virtual team.

Location: Delhi, India.

Reports to: CycleTel India, Country Director

How to Apply: Please send cover letter and CV to the CycleTel team at charu.chadha.irh@gmail.com, no later than **Monday, October 22nd** with the subject line “CycleTel Monitoring and Evaluation Manager Application”. Candidates will be contacted for interviews on a rolling basis. Please apply early.