**Monitoring Evaluation and Learning (MEL) Manager, Mobile Money**

**Department:** *Mobile for Development*

**Team:** *Mobile Money*

**Location:** *London*

**Position type:** *Fixed Term Contract [ending March 2024]*

The [Mobile for Development](https://www.gsma.com/mobilefordevelopment/) (M4D) team drives innovation in digital technology to reduce inequalities in our world. Singularly positioned at the intersection of the mobile ecosystem and the development sector, we stimulate digital innovation to deliver both sustainable business and large-scale socio-economic impact for the underserved.

Our unique research and insights platform advances digital innovations and implementations that empower underserved populations to build a better future. Our in-market expertise informs partnerships between the mobile industry, tech innovators, governments and the development sector. And our unparalleled convening power motivates conversations and inspires action.

To date, we have impacted the lives of more than 93.8 million people.

2022 marks 10 years of the GSMA Mobile Money Programme, which has played a critical role in driving financial inclusion and supporting the growth of the mobile money industry. By delivering industry data and insights, advocating for industry needs in nascent and evolving regulatory environments and supporting mobile money providers to build and scale digital finance platforms, we have helped reach the world’s most vulnerable with innovative use cases and life-enhancing financial products and services.

In the programme’s next phase - Mobile Money Digital Finance for All (MM DFA) – we will strive to build a digital finance ecosystem that includes everyone, provides digital finance users a safe environment in which to participate in, offers innovative technologies and services that improve people’s financial lives and at a scale that supports a commercially sustainable industry, reaching the most excluded in our society. The MM DFA programme will engage not only with traditional mobile money providers, but also with other digital finance and mobile money-adjacent players to support a healthy industry and ensure inclusive, safe and innovative financial products that have the potential to scale, serving all.

**What the hiring manager says**

“We are looking for a highly motivated, impact-driven individual who will champion and lead the Monitoring Evaluation and Learning (MEL) of the mobile money team. You will have the opportunity to build on the MEL strategy, design and implement monitoring and evaluation activities, to be a strong and convincing advocate for MEL within the team and to disseminate learnings internally and externally. The successful candidate must be a highly analytical individual with an experience of applying MEL tools (qualitative and quantitative) to digital finance solutions and will be responsible for driving the MEL plan across several workstreams.”

*Ashley Olson Onyango, Head of Financial Inclusion & AgriTech*

**About the Role**

The Monitoring Evaluation and Learning Manager, Mobile Money is responsible for designing and implementing the MEL strategy, focusing on developing a comprehensive and pragmatic approach to assessing the impact of the Mobile Money team’s advocacy initiatives. The MEL Manager will need to leverage MEL tools to deliver evidence on how innovative technologies and business models in the digital financial services sector can improve the lives of low-income people.

Responsibilities for this role will include:

* Identify key learning questions for the various Mobile Money programme workstreams; design and deploy a MEL plan to measure the impact the Mobile Money programme
* Develop an approach to monitoring and evaluating an advocacy-focused programme, including establishing relevant data collection tools and strategies
* Regularly advocate for MEL and pitch MEL activities with the different Mobile Money programme workstreams
* Research latest approaches and tools in monitoring and impact measurement in the field of private sector-led financial inclusion through digital solutions, including monitoring impact of longer-term policy and advocacy achievements
* Support Theory of Change mapping and regular Theory of Change reflection sessions with the Mobile Money team
* Design and implement monitoring systems and outcome harvesting to measure the influence of the programme on the digital finance ecosystem
* Manage logframe reporting, using evidence collected to populate outcome-level logframe KPIS and to contribute to the impact narrative for donor reporting
* Ensure learning from MEL is utilised internally (including after-action reviews) and externally (as a public good)
* Share MEL approaches and best practices with the M4D MEL Hub and support the MEL Hub Director in aggregating MEL findings at M4D level, and contribute to portfolio-level learning
* Support and manage MEL suppliers for potential evaluation studies

**About You**

You are an enthusiastic, impact-driven individual who is highly motivated to drive Monitoring Evaluation and Learning across one of the largest teams within M4D. You enjoy building processes and sharing knowledge with individuals of all MEL levels. You have a genuine interest in the field of financial inclusion in low- and middle-income countries and are excited to work with and adapt MEL tools to mobile industry stakeholders. Prior experience in the financial inclusion or digital/technology for development landscape in emerging markets, is required.  
  
The successful candidate will have most or all of the following:

* Proven experience in developing metrics and evaluation strategies for projects on digital financial inclusion (for women, persons with disability, and/or other digitally excluded groups)
* Proven ability to collaborate with stakeholders with different needs and approaches at all levels, across diverse cultures and geographies
* Being able to communicate in a simple and accurate way and to be a strong advocate for MEL is a must for this role
* Positive attitude and excitement to work closely with implementation teams, to understand and support their projects and to proactively share knowledge and learnings internally and externally
* Proven ability to work on multiple projects simultaneously, including ability to prioritise activities
* Excellent analytical skills (experience in mixed methods is highly desirable)
* Knowledge of evaluation approaches, including ability to design practical, fit-for-purpose studies
* Knowledge and experience of advocacy-based programmes
* An evidence-driven approach and experience adapting MEL approaches to private sector-lead projects
* Experience of managing contractors
* Experience and familiarity in sectors relevant to M4D, particularly telecoms, social enterprises, digital inclusion, mobile money would be advantageous
* Experience working with and reporting to donors, including the Bill and Melinda Gates Foundation, would be advantageous
* Out of the box, innovative approach in doing things is advantageous for the role