Consultancy Vacancy
UNHCR Evaluation Service

Organisation: UNHCR
Title: Evaluation Surge Consultants
Location: Internationally mobile
Duration: January 2018 – December 2018 (with possibility of extension)
Contract Type: Individual consultancy
Closing date: 4 December 2017

BACKGROUND

UNHCR is committed to the importance of evaluation and its role in supporting organisational accountability, learning and the continual improvement of UNHCR’s performance in addressing the protection, assistance and solutions needs of refugees, stateless persons, IDPs and other persons of concern.

The UNHCR Evaluation Service, based at Headquarters in Geneva, is responsible for the implementation of the organisational 2016 Evaluation Policy which provides for a strengthened evaluation function. The evaluation function provides UNHCR with a structured approach to (a) impartially reflect on and analyse performance and results for accountability purposes; and (b) recommend ways to improve and build on strengths, address weaknesses and identify lessons for learning and knowledge generation purposes. Evaluation in UNHCR is founded on the fundamental principles of independence, impartiality, credibility and utility and aligns to established UN evaluation norms and standards. The UNHCR Evaluation Service both commissions and manages evaluations, and provides quality assurance for both evaluation processes and deliverables.

In support of policy implementation, the Evaluation Service has recently developed a five-year strategy which outlines how we intend to a) increase evaluation utility; b) increase evaluation coverage; and, c) improve evaluation capacity and awareness.

As per the Evaluation Policy, UNHCR commissions evaluations at both the decentralized (managed outside the Evaluation Service) level, and centralized (managed by the Evaluation Service) level. From 2018 onwards, UNHCR will significantly expand its existing evaluation coverage by introducing three types of centralized evaluation:

1. Rapid evaluations that are light touch and focused on addressing a strategic need to respond to a clearly articulated problem.
2. **Strategic evaluations** that are larger scale and global or strategic in nature, for example focusing on policies or high-level strategies at mid-term or end of cycle.

3. **Institutional evaluations** that are on topics recommended by the UNHCR Senior Executive Team, and may be thematically focused or cover a single operation or situation, an L3 emergency response or a management/systems area.

The five-year strategy is intended to support a strategic shift from the current focus on retrospective evaluation, to a more nuanced approach, which also utilizes forward-looking and ‘longitudinal’ evaluation to help build cumulative and timely evidence to support learning, and inform decision making.

Whilst upholding the important oversight function of evaluation, the Evaluation Service seeks to ensure this is delivered where possible through a field-oriented and prospective approach, which systematizes a collaborative approach to evaluation topic selection that maintains the Evaluation Service’s structural independence, coordination and quality assurance responsibility, but expands into a substantive role for UNHCR Bureau, Divisions and field colleagues. Greater levels of participation and collaboration across UNHCR are intended to support the effective delivery of the new five year strategy, promoting cross fertilization of learning and evaluation related capacity between geographical regions and across organizational structures.

In order to help ensure effective roll out of this ambitious five year strategy, the Evaluation Service is seeking to recruit an internationally mobile Senior Evaluation Consultant (Surge) and Evaluation Consultant (Surge). Under the overall management of the UNHCR Head of Evaluation, and working closely with Evaluation Service colleagues, the consultants will complement existing HQ-based evaluation capacity, acting as a small and agile cadre of highly skilled evaluation practitioners to:

- Provide ‘hands on’ evaluation-related technical support to UNHCR Bureaux, Divisions and field colleagues decentralized and centralized evaluation planning and delivery.
- Support design and delivery of UNHCR evaluation-related capacity building efforts.
- Lead, or otherwise directly participate in, ‘rapid’ evaluation processes as relevant and required.

The consultant(s) will be home-based and should expect to travel up to 80% of the time; this may also include time spent at UNHCR HQ in Geneva. On occasion, the consultant(s) will be required to travel at short notice, but no single deployment is expected to exceed 12 weeks. When not travelling the consultant(s) will work on assigned projects from their home base.

**TORs**

Please refer to the attached document for detailed TOR.

**Guidelines for submission of proposals**

UNHCR is seeking individual applications for the position of Senior Evaluation Consultant (Surge) and Evaluation Consultant (Surge) with the composition of skills and experience as outlined in the ‘Essential Skills and Experience’ section of the TORs. Applicants are requested to explicitly state which of the two consultancy positions they are applying for in their motivation letter.

Interested applicants are required to submit a CV, completed P11 and motivation letter (maximum 2 pages), which includes but is not necessarily limited to:
• Details of how they meet the ‘Essential Skills and Experience’ outlined in the TOR, including description of past professional experience and evidence of their capacity meet the objectives of this consultancy.
• At least two recent samples (within the last 24 months) of other evaluations, evaluation syntheses or research that pertain to refugee response, forcibly displaced populations, refugee protection and/or other related topics;
• Contact details for three references.

UNHCR’s Evaluation Service will contact referees for feedback on services provided by the consultants. Consultants may be asked to provide additional information during the assessment and selection process.

**Duration**

This is an 11-month individual consultancy, with the possibility of extension. Rates will be guided by UNHCR’s Policy on Individual Consultants.

**Awarding the contract and payment**

Proposals will be assessed on the quality and relevance of consultant qualifications. Short-listed applicants may be requested to participate in a telephone interview, or supply additional references and/or samples of work.

**To Apply:**

Interested applicants should submit their CV, completed P11 and motivation letter with the subject ‘Evaluation Surge Consultancy’ to the UNHCR Evaluation Service email address hgevaser@unhcr.org

**DEADLINE FOR SUBMISSIONS is Monday 4 December 2017**
**TERMS OF REFERENCE**

**UNHCR EVALUATION SURGE CONSULTANTS**

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<th><strong>JOB TITLE</strong></th>
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<td>Evaluation Consultant (Surge)</td>
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<td><strong>DUTY STATION</strong></td>
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<td><strong>START DATE</strong></td>
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<td><strong>CONTRACT LENGTH</strong></td>
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**PURPOSE AND OBJECTIVES**

In order to help ensure effective roll out of this ambitious five year strategy, the Evaluation Service is seeking to recruit an internationally mobile Senior Evaluation Consultant (Surge) and Evaluation Consultant (Surge). Under the overall management of the UNHCR Head of Evaluation, and working closely with Evaluation Service colleagues, the consultants will complement existing HQ-based evaluation capacity, acting as a small and agile cadre of highly skilled evaluation practitioners to:

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**KEY RESPONSIBILITIES**

**Technical Support for Commissioning and Managing Evaluations (30%)**

- Work with Evaluation Service colleagues to refine existing evaluation approaches and develop new innovative and forward-looking evaluation approaches and methodologies (e.g. ‘rapid’ evaluations).
- Deploy to regional and/or country operations on scoping missions, or work remotely, to build stakeholder support, develop and draft evaluation ‘Terms of Reference’ (ToR), including defining key evaluation questions, as required.
- Participate in the selection of both qualified external (independent consultants) and internal (UNHCR staff) evaluation team leader/members.
- Support UNHCR staff managing and/or co-manage decentralised evaluations at the Division, Bureau or Country Office level, as required.
- Directly manage/co-manage centralized evaluations on behalf of the Evaluation Service, as required.
Capacity Building (20%)
- Help identify evaluation-related learning and training needs for relevant UNHCR staff and colleagues.
- Work with Evaluation Service colleagues to design and develop evaluation-related training modules and materials.
- Deploy to regional and/or country operation to facilitate evaluation-related awareness raising, training and/or capacity building sessions as required.
- Provide evaluation-related coaching and mentoring, either ‘on the job’ or remotely, for UNHCR colleagues as required.

Conducting Rapid Evaluations (50%)
- Deploy as Team Leader (or member) for Rapid evaluations, as required. This may include managing or working closely with Evaluation Service colleagues and/or UNHCR staff with limited prior or direct experience of evaluation.
- Design appropriate qualitative and quantitative data collection tools and analytical frameworks to ensure adequate rigour and triangulation.
- Draft high quality and timely evaluation deliverables (including inception reports, evaluation matrix and evaluation reports).
- Facilitate validation workshops with multiple stakeholders, whilst upholding an independent and unbiased position on evaluation findings.
- Facilitate workshops with UNHCR staff to ‘co-create’ forward looking, relevant and feasible evaluation recommendations.

Essential Skills & Experience
Interested candidates are invited to apply individually for the role of ‘Senior Evaluation Consultant’ (Surge) or ‘Evaluation Consultant’ (Surge). Specific requirements for each of these profiles is provided below:

Senior Evaluation Consultant (Surge):
- Relevant post-graduate degree (equivalent of a Master's) in Social Science, International Development, Economics, International Business Administration, or Public Policy, and a minimum of 15 years professional experience in applied research or evaluation.
- Demonstrable institutional knowledge of the UN, and in particular of UNHCR’s protection mandate and operational role.
- Demonstrable experience and knowledge of humanitarian response and coordination, ideally specifically related to refugee response.
- At least 8-10 years applied research or M&E related experience in field contexts, ideally including in refugee response contexts.
- Significant proven experience with qualitative and quantitative research and evaluation methods/approaches and data collection tools.
- Significant proven experience in the design and application of mixed methods analytical tools and frameworks.
- Significant proven experience of leading and managing evaluation processes, including managing multi-disciplinary teams with variable evaluation experience.
- Significant proven experience of working with and influencing senior decision makers, including in delivering challenging, or potentially contested, key messages.
- Proven experience in developing and/or delivering M&E or evaluation-related capacity building content.

**Evaluation Consultant (Surge):**

- Relevant post-graduate degree (equivalent of a Master’s) in Social Science, International Development, Economics, International Business Administration, or Public Policy, and 5-10 years professional experience in applied research or evaluation.
- Demonstrable institutional knowledge of the UN, and in particular of UNHCR’s protection mandate and operational role.
- Demonstrable experience and knowledge of humanitarian response and coordination, ideally specifically related to refugee response.
- At least 3-5 years applied research or M&E related experience in field contexts, ideally including in refugee response contexts.
- Proven experience with qualitative and quantitative research and evaluation methods/approaches and data collection tools.
- Proven experience in the design and application of mixed methods analytical tools and frameworks.
- Proven experience of participating in evaluation processes. Experience managing and/or quality assurance of evaluations would be highly desirable.

In addition, **ALL** interested candidate are expected to demonstrate the following generic skills and competencies in their applications:

- Adopts an adaptable and flexible approach to work and working conditions, including openness to deploying to humanitarian and refugee response and/or camp settings.
- Effective, efficient and personable - when working ‘under pressure’, including when working to tight deadlines.
- Builds effective working relationships with people from diverse backgrounds and cultures.
- Produces high quality deliverables with minimum day-to-day supervision.
- Fluency in English is essential. Working proficiency in French is highly desirable.
- Excellent English-language drafting and report-writing skills (to publication standard).
- Conveys complex information clearly and compellingly through the use of visual media for a range of audiences (i.e. using data visualisation tools).