



# CONSUELO

ZOBEL ALGER FOUNDATION

## RECRUITMENT

### JOB DESCRIPTION

CRM Manager

*Full-time Position*



## JOB DESCRIPTION

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Job Title	: CRM (Communications, Research, and MEAL) Manager
Department	: CRM Unit
Reports To	: Managing Director
Location	: Makati City, Philippines
Band	: TBD

### Background

Consuelo Zobel Alger Foundation (Consuelo) is a US registered foundation with headquarters in Hawaii, U.S.A. Consuelo has a branch office in the Philippines which is responsible for the implementation of Consuelo’s programs on child protection and child abuse interventions in partnership with local organizations and institutions.

The Consuelo Philippine Branch Office had undergone a reorganization to meet its strategic goals and objectives and to further improve the efficiency and effectiveness of business processes, and stewardship of resources.

The CRM Manager reports to the Managing Director and joins the larger Consuelo managerial team, providing advice, support, and partnership in carrying out the organization’s mission and objectives. S/he also supervises and mentors a team of five staff.

### Job Summary

The Communication, Research and MEAL (Monitoring, Evaluation, Accountability & Learning) Manager heads four interrelated functions as it ensures the results-based focus of Consuelo and promotes our position as a respected institution for the protection of at-risk children and women in the country. For Communication and Knowledge Management, the incumbent ensures a unified and consistent message within Consuelo and across partnerships in the

Philippines and Hawaii. For Research and MEAL, the incumbent is primarily responsible for the development and implementation of evaluation, accountability, and learning systems, framework, and guidelines to encourage knowledge development, a culture of data use and evidence-based decision making in Consuelo through analysis of programmatic data and information. The post also leads branch-wide planning activities consistent with its results-based approach to programming.

## Job Responsibilities

### Communications and Knowledge Management

1. Directs the development and implementation of plans and policies for four areas: 1) strategic communications, 2) branding, 3) internal communications, and 4) knowledge management. The post provides direction for initiating work in the four areas, review and provide clearance for all major outputs.
2. In close collaboration with the Program Director and Strategic Innovations Manager, oversee the development of professional media and communications and advocacy materials (e.g., publications and video productions) to engage various stakeholders, the community, and other government and private institutions about Consuelo's mission, programs, approaches, project successes and impact.
3. Provide support to events, campaigns, and initiatives that promote Consuelo's advocacy agenda and open multi-sectoral collaboration to address issues on child protection.
4. Oversee the development/updating of Consuelo's website and other social media platforms to ensure high quality media and multimedia contents.
5. Lead the coordination with Operations Department regarding internal communications plan, records management, use of information/communication technology, advocacy priorities.

### MEAL

1. In close coordination with the Managing Director, Program Director and Strategic Innovations Manager, lead the design and provide direction to the implementation of Consuelo's approach to MEAL.
2. Lead the development of program learning, identify opportunities for learning, research and publications and implementation of MEAL policy.

3. Lead MEAL technical assistance and capacity strengthening activities for staff and partner organizations to ensure shared and harmonized MEAL approaches across partners to increase program quality and impact.
4. Lead coordination of the Philippine Branch Board Report across units and in close collaboration with the Managing Director and President.
5. Ensure quality and timely reporting of relevant information to internal and external stakeholders.

### Research

1. In close coordination with the Managing Director, Program Director and Strategic Innovations Manager, lead the development of the research agenda and strategize how to operationalize the same.
2. Identify, cultivate, and maintain relationships with potential research partners and networks by utilizing Consuelo's Partnerships Principles.
3. Manage Consuelo's research portfolio by initiating partnerships and collaborations with research institutions and supporting researchers' design, implementation, and budget management of related projects.

### Planning

1. Design, facilitate, and process branch-wide assessment and planning activities
2. Lead the development of the branch-wide implementation plan in alignment with the branch Results Framework
3. Ensure the development of the branch-wide calendar

### Supervision

1. In collaboration with the Managing Director establish priorities and provide strategic direction for the CRM unit, including the identification, development, and implementation of CRM initiatives that will allow Consuelo to deliver its mission in line with its strategic plan.
2. Provide capacity building and technical guidance to staff to ensure innovative and adaptive learning approaches within the unit and across the organization.
3. Supervise, develop, and train staff to successfully achieve their performance targets.
4. Manage team activities and priorities; and provide oversight on ongoing projects.

## Organization-wide Competencies (for all Consuelo staff)

- Interpersonal Effectiveness
- Problem Solving
- Integrity
- Service Orientation
- Flexibility
- Professionalism
- Stewardship

## Job-specific Competencies

- General Management and Supervisory Skills
- Knowledge in Partnership Engagements
- Risk Management
- Reporting Skills
- Develops Talent
- Continuous Improvement and Innovation
- Strategic mindset

## Professional Experience and Qualifications

- Bachelor's degree in Communications, Social Sciences, Development Studies, or related fields. with preference to graduate level studies within profession.
- Six (6) years relevant professional experience in communications or related field, highly preferred to have been spent within the development or non-profit sector.
- Six (6) years relevant experience in monitoring, evaluation, accountability, and learning including review and analysis of large data and research.
- Three (3) years in management position in related field
- Ability to articulate clearly, through written or oral communication, mission, and advocacies to all types of audiences.
- Experience in project grants management, including project design, budget preparation, expenditure tracking, monitoring and evaluation, reporting, etc.
- Ability to effectively communicate results and evidence generated by knowledge products
- Knowledgeable in Adobe Creative Suite and/or other similar software is an advantage

# Key Working Relationships

## Supervisory

- Senior Communications and Knowledge Management Officer
- Communications and Knowledge Management Officer
- MEAL Officer
- Research Officer
- Program Associate

## Internal

- Program Director
- Operations Director
- Strategic Innovations Manager
- Partnership Development Manager

## External

- Consuelo network members and partners
- Representatives from the government and non-government institutions
- Vendors/Consultants/Service Providers