



## **STUDENT VOLUNTEER SCOPE OF WORK**

**Assignment Title: Monitoring, Evaluation and Learning (MEL) Assistant**

**Location of Assignment:** Bosnia and Herzegovina – Sarajevo Main Office

**Proposed Level of Effort (number of days):** 40

**Anticipated Start Date:** June 1<sup>st</sup>, 2018

**Anticipated End Date:** August 30<sup>th</sup>, 2018

### **Background:**

*ESC – the International Executive Service Corps – is a U.S.-based nonprofit that seeks private enterprise solutions to problems of poverty in developing countries and around the world. By providing a mix of technical assistance and volunteer expert support, IESC works with emerging industries, financial institutions, and governments to stabilize economic environments, increase opportunity, and promote growth.*

*The USAID funded Workforce and Higher Access to Market (WHAM) Activity is a three-year program that aims to stimulate job creation by advancing Bosnia's trade integration with and expansion into European Union and regional markets. The activity will accomplish this primarily via grants with SMEs. This activity aims to increase exports by 30 percent for assisted enterprises and create over 1,000 new jobs, of which half are for youth and 30 percent are for women.*

*WHAM will improve the capacity of high-growth and exporting or export-ready small and medium enterprises via grants focused on three intervention areas:*

- 1. Improve workforce in targeted sectors (metal processing, wood processing, and textiles/footwear).**
- 2. Increase market access.**
- 3. Improve product quality (including new technology related to quality management and certification) and capacity building.**

### **Problem Statement and Objectives of the Assignment:**

The MEL and volunteer engagement manager is the main point of contact on the ground for all monitoring and evaluation related items. His/Her job is to lead data collection with support from technical staff to maximize site visits; to develop surveys to collect relevant data, organize and facilitate data collection, verify data quality, analyze and report on program data, and, if necessary, make changes in consultation with the client (USAID). His/Her additional duty is to maintain WHAM's electronic and physical MEL files, including collecting supporting/back up documentation from technical staff. This includes managing an Excel-based database, linked to IESC web-based OneDrive on SharePoint, with support from the home office MEL team. The grants-related data collection is a part of his/her everyday duties.



Due to the large quantity of data and a wide dispersion of beneficiaries and grantees, WHAM activity is looking for energetic and IT savvy student that will assist through volunteering as the MEL Assistant. The MEL Assistant will provide a valuable support in data entry and data collection segments of the work. In return, the successful candidate will receive 40 days of practical experience within highly competitive and knowledge and skills saturated environment. Capturing only bits and pieces of this environment will provide the successful candidate with skills and knowledge that are in demand on the market.

#### **Deliverables:**

- **Assisting in organizing, designing, and gathering surveys via SurveyMonkey application from individuals and beneficiaries**
- **Assisting with Data Entry and Maintenance of the Zoho Creator Database system: uploading and extracting Excel forms and gathered data collections**
- **On site visits with MEL and Volunteer manager and gathering of information from beneficiaries and grantees (SME's and Intermediaries)**

#### **Qualifications:**

1. *3<sup>rd</sup> year or MBA student*
2. *Ability to work effectively in cross-cultural contexts;*
3. *Self-motivated, proactive, detail-oriented, reliable, professional team player, who is a strong people person and communicator, with good inter-personal skills;*
4. *Working proficiency in English (adequate reading/writing) and the ability to express one's self clearly and concisely;*
5. *Good computer skills in MS Office, and willingness to learn additional online tools; previous experience in Zoho Creator and SurveyMonkey is an asset.*

#### **Requested documents:**

1. Alongside the most recent CV, the potential student volunteer should provide her/his motivation letter.

#### **Student Volunteer Support:**

*WHAM provides comprehensive support to student volunteers during the assignment. The successful candidate will be exposed to real and ongoing activities, SME's and their processes, as well as, participating in day-to-day operations with quantifiable outcomes.*

*Student volunteers will be exposed to a variety of international experts and experienced working colleagues (in the field office and in home office) that will provide beneficial knowledge and skills throughout the engagement.*



*In case you have additional questions please do not hesitate to write to:*

**Ismir Korjenic**

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Workforce and Higher Access to Market Activity

Funded by USAID

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