

Monitoring, Evaluation & Learning (MEL) Manager

About Heroes Help

Heroes Help is a charity committed to supporting members of the Nigerian Armed Forces, both serving and retired, along with their families. With six directorates covering a wide range of support areas, and a decentralised structure involving state-level coordination, we aim to deliver tailored, high-impact support that meets the needs of our beneficiaries. Our programmes span mental health, welfare, livelihood, rehabilitation, education, and more.

Role Profile

Job Title: Monitoring, Evaluation & Learning (MEL) Manager

Directorate: State Coordination

Location: State-based (remote/flexible)

Reporting to: State Coordinator

Duration: Voluntary (flexible hours)

Key Responsibilities

- Maintain beneficiary registers and programme databases.
- Monitor attendance, outcomes, and feedback for all local programmes.
- Produce compelling case-study stories and reports for impact assessment.
- Track programme outputs and outcomes aligned with national strategy.
- Identify lessons learned and provide feedback for programme improvement.
- Coordinate with HQ on data standards, templates, and reporting schedules.

Core Competencies

Essential:

- Strong analytical and data management skills.
- Attention to detail and accuracy.

- Ability to translate data into compelling stories and insights.
- Excellent written and verbal communication.

Desirable:

- Understanding of M&E frameworks and tools (e.g., logical frameworks, KPIs).
- Experience working in development or social impact sectors.

Qualifications, Skills and Experience

Essential:

- Minimum of a Bachelor's degree in Social Sciences, Statistics, Development Studies or related field.
- Proficiency in Microsoft Excel and/or database tools.
- Ability to collect and interpret both qualitative and quantitative data.

Desirable:

- Previous experience in a monitoring, evaluation, or reporting role.
- Experience using data visualisation tools or producing dashboards.
- Knowledge of safeguarding and data protection principles.

Benefits of Volunteering with Heroes Help

- Meaningful opportunity to support military personnel and their families.
- Capacity building and development opportunities.
- Reference letter upon satisfactory service.
- Networking with experienced professionals and community stakeholders.
- Flexible working arrangement and autonomy in role execution.

Heroes Help is an equal opportunity organisation. We encourage applications from all backgrounds, especially veterans and individuals with lived experience.

To apply, please send your CV and cover letter to: enquiry.heroeshelp@gmail.com

Subject: Monitoring, Evaluation & Learning (MEL) Manager – Volunteer Application