



## Position Name: International Results Monitoring Manager

### Who we are:

MarketShare Associates (MSA) is a socially driven consulting firm committed to creating, implementing and measuring innovative economic development. We take a systems approach to problem understanding – we recognize that inclusive, sustainable development is a complex challenge. It requires us to think at multiple levels within a dynamic environment influenced by social, economic and political factors. We also take a bespoke approach to every engagement, developing tailored and contextually rooted services for clients across our three practice areas:

- Empower – economic empowerment and inclusive business
- Perform – market research and management
- Measure - results measurement and evaluation

We work with a large variety of clients and partners including bilateral and multilateral donors, non-profits and private companies, in dozens of countries across six continents.

### Our work:

At MSA, our team members build results measurement systems for development programs, social enterprises and impact investors; research power dynamics and their influence on market behaviors; train client staff to think more systemically about the problems they seek to address; pitch MSA's services to new potential clients; write thought pieces; and brainstorm new approaches to old problems. Regardless of task, our focus on disrupting the status quo demands critical engagement.

### Position Description:

This position is to support the *Essor* project in the Democratic Republic of Congo as its International Results Monitoring Manager. The *Essor* project is part of an overarching Private

### MSA's VALUES

#### PASSION:

We believe in what we do – it's why we're here.  
Our work reflects our passion.

#### SINCERITY:

We listen, and give our clients our honest judgments  
and advice.

#### DISRUPTION:

We're here to do development differently – more  
empowering, more systemic, with more proof.

#### HUMILITY:

We see self-awareness as a prerequisite to  
learning. We embrace our mistakes as means to  
improvement.

#### HUSTLE:

Good things don't come to those who wait. We are  
social entrepreneurs restlessly looking to identify  
clients and implement efficient solutions that drive  
forward social impact.

#### CREATIVITY:

There is no box... in our client engagements, our  
approach to new business, and our thought pieces.

#### COLLABORATION:

We're better together, drawing on each other's  
viewpoints and experiences to deliver for clients.  
Working in teams is core to our identity.

#### CELEBRATION:

We work hard and life gets hectic – we take time to  
celebrate and enjoy it. Otherwise, what's the point?

Sector Development Programme, funded by DFID to stimulate private sector development through two components: i) strengthen investment climate and improving business environment; and ii) supporting market systems development. The first component of the PSD programme comprises Essor project as a flexible facility to respond to emerging opportunities in business environment reform, access to finance and anticorruption interventions. The second comprises ELAN project, which is designed to support micro, small and medium enterprises (MSME's) to improve incomes and create jobs as a means to reduce poverty.

The two projects work in harmony, with Essor working to enable business environment reform in collaboration with government and agencies that will help to promote investment and business growth in the MSME sector. Essor project focused on improving the business climate assisted with the implementation of the francophone business harmonisation agreement (OHADA) in the energy, finance, trade, and related sectors, as well as supporting good governance efforts.

The expected impact of Essor is to reduce poverty through (enabling) improved incomes of poor women and men, and the outcome is expected to be improved business environment that fosters economic opportunities for poor people, with a particular focus on MSMEs and women. This is being achieved through five expected outputs:

- Enhanced capacity of the Commission Nationale OHADA to strengthen DRC's role in the OHADA community and embed OHADA law in the national legal framework;
- An improved policy, legal and regulatory framework for businesses;
- Improved administrative and operational framework to implement policy, legislation, and regulation;
- An enhanced (technical and human) capacity of public sector organisations to provide effective services to the business community, including through public-private dialogue and joint actions; and
- Improved provision to businesses and other key stakeholders of information/data in critical areas, including to raise their awareness and understanding of their rights and duties.

The outputs for Essor focus on strengthening legislative and regulatory environments within government, and building capacity of relevant agencies and departments to ensure business/investor confidence that will ultimately improve performance of MSMEs (linked to ELAN).

The International Results Monitoring Manager is expected to work with implementation teams within Essor to ensure output results that will be relevant to the expected outcomes and impact for Essor project. In that role, the position will involve:

- Developing innovative methodologies and measurement tools to ascertain output level results of Essor's activities and its expected transformative changes at outcome and impact level.
- Management of Essor's M&E System, including undertaking data collection, reporting and messaging on results
- Capacity building of project staff and partners to perform their M&E responsibilities

The Specialist will be responsible managing the M&E function within Essor that entails planning results that are in alignment with the expected logframe results with workstream teams, and monitoring and reporting on results against targets. A key element of reporting is to ensure progress and results are relevant to outcome and impact

expectations of the logframe. This means interpreting quantitative progress at output level into transformative results that will improve attitude and behaviour of government organisation to promote enabling environment for business growth and ultimately increase business confidence of businesses and reducing costs of doing business.

### **Requirements:**

- At least five years of experience working on designing and implementing high quality and robust monitoring systems
- Familiarity with logframe methodology and DFID reporting systems
- Familiarity with qualitative and quantitative results verification (to measure transformative change)
- Experience measuring outcome and impact-level changes, including transformational and behavioural changes.
- Experience working with and adapting results chains
- Experience in managing or influencing people to inform decision-making
- Excellent English writing and speaking skills
- Excellent interpersonal skills
- Comfort working in difficult environments
- Comfort with working in the Democratic Republic of Congo

### **Other Desired Characteristics:**

- Preference for experience monitoring projects designed to improve the business enabling environment
- Experience applying the DCED Standard for Results Measurement
- Graduate degree
- Self-starter, innovative and team player and attention to detail
- Advanced computer literacy, including strong Excel and PowerPoint skills.

### **Other Information:**

This is a management position, reporting to the Essor Project Leader. Our ideal scenario is that the candidate is based full-time in Kinshasa, or is based remotely but spends 75% time in Kinshasa. However, we are open to discussions to find the ideal scenario with the right candidate.

Please send a CV and 1-2 page cover letter to [opportunities@marketshareassociates.com](mailto:opportunities@marketshareassociates.com), referencing "International Results Monitoring Manager" in the subject line. Applications are due no later than March 31, 2017, and will be considered on a rolling basis. Only finalists will be contacted; no phone calls, please.