

Open Vacancy

Dear All,

Please find below open position.

We are trying to find the best possible candidates to make team stronger.

IMPROVED WORKFORCE AND EMPLOYMENT READINESS THROUGH TECHNICAL DIGITAL LITERACY AND POST SALES SERVICES SKILLS

About Yayasan Mercy Corps Indonesia

Yayasan Mercy Corps Indonesia (YMCI) is a local Indonesian non-profit organization, which implements humanitarian and development assistance programs throughout the country. YMCI's mission is to empower people in Indonesia to become healthy, productive, and resilient communities. Resilience means an ability to recover form or adjust easily to misfortune or change.

Program Summary

Mercy Corps Indonesia will support 150 workers in micro and small industries (MSI) and final-year students of Vocational High Schools (SMK) by providing access to critical training for workforce readiness, including technological and digital literacy and post sales services skills. The post-sales service skills might include installation, repairing and maintenance of machines (especially heavy machines used in earthmoving, mining, forestry industries) and engines. Through a partnership model, Mercy Corps Indonesia will leverage our relationships with the Batam City Government (specifically the Industry Agency, the Cooperatives and SMEs Agency, and the Labor Agency), the MSI association, identified SMKs and providers of training and mentoring, including Mercy Corps' MicroMentor platform, to deliver tools that boost the skills of workers to meet the needs of MSMEs and Large Industries in the City of Batam. Our training program will be informed by a robust assessment to understand the specific gaps in skills needed from the workforce to make sure we are tailoring activities in line with market demands. By the end of the program at least 70% of MSI workers and SMK students will take part in robust digital training and mentoring equipping themselves with the skills needed to boost the efficiency and effectiveness of MSI production. Furthermore, our program will focus on reaching 50% women workers and final-year students of Vocational High Schools to ensure equitable access. Lastly, to ensure a strong training to employment pipeline, we will partner with human resources departments and leverage SMK partnerships with industries to provide direct networks for employment.

1. Program Coordinator (PC) – Batam City

General Position Summary

Program Coordinator will ensure to reach 150 workers in micro and small industries (MSI) and final-year students of Vocational High Schools (50% of them are women) through technological digital literacy and post-sales service skills, including for machinery (especially heavy machines used in earthmoving, mining, forestry industries) and engine installation, repairing and maintenance. S/he will work together with multistakeholder, include: Batam City Industry Agency, Batam City Cooperatives and SMEs Agency, Batam City Labor Agency, Micromentor Indonesia, Vocational High Schools located selected subdistricts, and Technological and digital literacy providers. In addition, s/he will supervise a project team consisting of three people and lead the program plan, implementation, monitoring, evaluation, and learning.

The position is based in Batam City and requires up to 40 % travel to program locations (depend on COVID-19 development).

Essential Job Responsibilities

- Prepare the kick-off program event in partnerships with local government and donor;
- Ensure the program will reach 150 workers in micro and small industries and final-year students of Vocational High Schools (50% of them are women);
- Ensure 70% of participants will complete the program by October 2022;
- Ensure 50% of participants will gain new or improved employment within 6 months of program completion;
- 25% of participants will earn one or more industry-recognized credentials within 6 months of program completion;
- Develop a program design, monitoring and evaluation framework and plan.
- Develop monthly workplan and target and provide monthly progress against the target and workplan;
- Develop criteria to identify the subdistricts, vocational high schools, and program participants;
- Conduct an assessment to determine 2-3 subdistricts to target 150 micro and small industries and final-year students of Vocational High Schools;
- Conduct needs assessment to identify constraints and opportunities for micro and small industries and final-year students of Vocational High Schools, include mapping institutions which currently provide services to micro and small industries and final-year students of Vocational High Schools; complete a gap analysis;
- Develop partnership agreements with government, private agencies, and vocational high schools based on needs assessment results to provide micro and small industries and final-year students of Vocational High Schools access to technological digital literacy and post-sales service skills, including for machinery (especially heavy machines used in earthmoving, mining, forestry industries) and engine installation, repairing and maintenance;
- Ensure the data needed for program monitoring, evaluation, learning and report are available
- Maintain close regular contact with the local government agencies and local partners to ensure quality outputs/services and trouble shoot any administrative problems.
- Attend coordination meetings and maintain regular contact with relevant stakeholder.
- Conduct travel to project locations to monitor quality of implementation, and adjust plans and approaches to meet the project objective;

- Develop a set of participants' stories, which will be used to illustrate opportunities and benefits of participating in the project.
- Prepare bi-weekly report on project progress, obstacles and recommendations.
- Prepare interim and final report.

Qualifications:

- University degree in Technology Industry, Social Studies, Economic, Business, or related fields
- Minimum 3 years' experience working with NGOs in Economic Opportunity Program
- Experience work with the local government agencies and private sectors in Economic Opportunity Programs.
- Experience work with Vocational High School (SMK) and Micro and Small Industry would be an advantage.
- Experience in technological digital literacy and post-sales service skills, including for machinery (especially heavy machines used in earthmoving, mining, forestry industries) and engine installation, repairing and maintenance would be an advantage.
- Experience using digital data tools.
- Understanding of working together with local partners.
- Experiences work with the private company or private foundation donor would be an advantage;
- Proven experience managing diverse and disparate projects.
- Experience in managing staff and understanding the need for regular support and follow-up to ensure that project objectives are being met.
- Good written and oral communication skills.
- Good knowledge of MS Office software such as Excel, Word, and Access.
- Able to write and understandable spoken English are preferred.

**2. Monitoring, Evaluation, Research and Learning (MERL) Officer –
Batam City**

General Position Summary

Under the leadership of the Program Coordinator, The Monitoring, Evaluation, Research and Learning (MERL) Officer will responsible to support the development of program's MEL system, including strategies and tools for measurement, data management protocol, and evidence-based learning and decision making. The MERL Officer will responsible to implement and improve program MERL in consultation with National MEL Coordinator to achieve the program impacted: Ensure the program will reach 150 workers in micro and small industries and final-year students of Vocational High Schools (50% of them are women), Ensure 70% of participants will complete the program by October 2022, Ensure 50% of participants will gain new or improved employment within 6 months of program completion, and 25% of participants will earn one or more industry-recognized credentials within 6 months of program completion. S/he will monitor program activities and indicator tracking in close collaboration with the program team, lead the need assessments, collecting lessons learned as well as supporting the development of impact report.

The position is based in Batam City and requires up to 20 % travel to program locations (depend on COVID-19 development).

Essential Job Responsibilities

- Support the development and refinement of the MEL Plan including Result Framework, Logical Framework, Indicator Plan and Program Participants tracking plan. In addition, implementation of the MEL Plan for program activities, outputs, and outcomes, including appropriate methodologies and data collection frequency.
 - Develop data flow map and information management plan;
 - Develop digital data collection tools, include data visualization system/dashboard based on project outcome and output indicators;
 - Support the collection, aggregation, storage, and analysis of indicator data for dissemination and use;
 - Develop, maintain, and implement a data analysis plan for reflecting on outputs, outcomes, goal, and assumption indicators.
 - Revisit and revise MEL Plan to ensure its relevancy over the life of the program.
 - Establish and regular update of program Indicator tracking in TOLA
 - Regular tracking of Program Participants' Sex and Age Disaggregated Data (SADD)
- Manage program data and files in accordance with the MCI standard filing structure in the Synology storage platform or MCI Data Center;
- Develop and conduct MEL capacity building and training plans for program team and partners as needed, and serve as a resource for program staff, advising on activity design and evidence-based programming;
- Lead and support in the program's reporting requirements, including quarterly and annual reports as well as evaluation design and implementation;

Qualifications:

- Bachelor Degree in Mathematics, Statistics, or other relevant field.
- Minimum 2 years' experience working in monitoring and evaluation, especially for entrepreneurship programs.
- Familiar with research methodologies or have experience in project research.
- Have knowledge on Mercy Corps' New MEL Policy would be an advantage
- Have experience conduct baseline-end line survey would be an advantage.
- Have experience with digital financial services, digital training and mentoring would be an advantage.
- Have experience on writing MEL Report
- Proven experiences Working with the digital data collection tools
- Proven experiences on data analyst with proper software.
- Cultural sensitive and able to work effectively with a wide range of people in community level.
- Demonstrated, developed facilitation and engagement skills.
- Knowledge on disaster response and recovery will be an advantage.
- Computer literate; excellent skills in MS Office, especially MS Excel in particular and Internet navigation are required.

3. Training and Mentoring Officer (TMO) – Batam City

General Position Summary

Training and Mentoring Program Officer will support the Program Coordinator design the training,

mentoring framework & tools for the program and provide technical supervision of the training and mentoring activities to ensure that at least 70% of 150 workers in micro and small industries (MSI) and final-year students of Vocational High Schools will complete the training and mentoring activities by October 2022. In addition, S/he will support the program coordinator to develop collaboration with human resources departments of industries located in program locations and Batam City government agencies to ensure 50% of participants will gain new or improved employment and 25% of participants will earn one or more industry-recognized credentials within 6 months of program completion.

The position is based in Batam City and requires up to 40 % travel to program locations (depend on COVID-19 development).

Essential Job Responsibilities

- Support the Program Coordinator to ensure the program will deliver training and mentoring to 150 workers in micro and small industries and final-year students of Vocational High Schools (50% of them are women);
- Support the Program Coordinator to ensure 70% of program participants will complete the training and mentoring activities by October 2022.
- Support the Program Coordinator to ensure 50% of participants will gain new or improved employment and 25% of participants will earn one or more industry-recognized credentials within 6 months of program completion.
- Develop criteria to identify the program participants who will participate in technological and digital literacy and post sales services skills trainings and mentoring.
- Based needs assessment, develop training and mentoring workplan for workers in micro and small industries and final-year students of Vocational High Schools which will collaborate with vocational high schools, SMIs, government and private training and mentoring providers.
- Develop monthly workplan and target and provide monthly progress against the target and workplan;
- Support Program Coordinator to develop partnership agreements with vocational high schools, government and private agencies based on needs assessment results to deliver training and mentoring to 150 workers in micro and small industries and final-year students of Vocational High Schools (50% of them are women);
- Ensure the data needed for program monitoring, evaluation, learning and report are available;
- Attend coordination meetings and maintain regular contact with relevant stakeholder.
- Conduct travel to project locations to monitor quality of implementation, and adjust plans and approaches to meet the project objective;
- Support Program Manager to prepare impact report.

Qualifications:

- University degree in Economic, Business, Social Studies, Technology Industry, or related fields.
- Minimum 3 years' experience working with NGOs and Local Government Agencies in Economic Opportunities Programs.
- 3+ years' experience working as a training and mentoring officer in Economic Opportunities programs. Experience in design and implementing the training and mentoring on workforce readiness, including technological and digital literacy and post sales services skills would be an advantage.

- Have knowledge on vocational high school, micro and small industry, technological and digital literacy and post sales services skills would be an advantage.
- Experience in deliver training and mentoring for micro and small industry and vocational high school student would be an advantage.
- Understanding of working together with local partners, private sectors, and local government agencies.
- Good problem solving and written and oral communication skills.
- Ability to take initiative, to anticipate and solve problems; and to work independently on multiple tasks with limited supervision, to work under pressure and meet deadlines;
- Good knowledge of MS Office software such as Excel, Word, and Access.
- Able to write and understandable spoken English are preferred

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

Yayasan Mercy Corps Indonesia is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Yayasan Mercy Corps Indonesia is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct](#)

[Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

Accountability to Participants and Stakeholders

Yayasan Mercy Corps Indonesia team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

How to Apply

Please send your CV together with the form on this [link](#) with the subject: **“Position_Batam_Your Name”** to hrd@id.mercycorps.org .

The vacancy will be closed on **8 November 2021** and only shortlisted candidates will be contacted for interview. We look forward to hearing from those who are interested in taking this opportunity to grow and develop with us.

Thank You,
Human Resources Department
Yayasan Mercy Corps Indonesia