



VACANCY NOTICE

JUNIOR NON-KEY EXPERT IN STATISTICS, MONITORING & EVALUATION AND PERFORMANCE MEASUREMENT

Project title:	Support of Quality Assurance System for Social Services
Contracting Authority:	European Union Delegation (EUD) in North Macedonia
Implemented by:	WYG SAVJETOVANJE d.o.o. with CGM Consorzio Nazionale della Cooperazione Sociale Gio Mattarelli
Beneficiary institutions:	Ministry of Social Policy, Demographics and Youth MSPDY
Project duration	30 months, from November 2024 to May 2027

PROJECT BACKGROUND

The Junior Non-Key Expert in Statistics, Monitoring & Evaluation and Performance Measurement will work as part of the project team for the EU funded project "Support of Quality Assurance System for Social Services" in the Republic of North Macedonia.

Overall objective of the project is to support reforms and policies that promotes access to quality social services for all beneficiaries throughout the country. The purpose of the project is to further develop and support the implementation of comprehensive effective and efficient quality assurance system of social services.

Expected Outputs to be achieved are the following:

- Output1 1: Enhanced functional framework for implementation of quality assurance standards for delivery of social services through advancement of M&E system and performance framework for measuring at national, regional and local level.
- Output 2: Reinforced capacities of relevant stakeholders for applying comprehensive set of M&E methodology and tools for delivery of social services, as well enhanced reporting and planning at national, regional and local level.
- Output 3: Enhanced capacities for conducting supervision and inspection by relevant institutions.

Target groups are relevant staff from following stakeholders responsible and involved in the monitoring, evaluation and inspection of social services:

- Ministry of Social Policy, Demographics and Youth and its departments with roles and responsibilities in monitoring, evaluation, supervision and inspection of social services (Social Protection Department, Social Inspection Department, Department for Decentralisation of and Development of Social Protection Services at Local Level, other departments), Institute for Social Activities (ISA);
- Multi-functional Assessment Commissions, Commission for licensing of social services and Commission for financing of social services;
- Social Work Centres;
- Local Self-Government Units (Municipalities);
- Public and Private Social Service Providers;
- Users of services (final beneficiaries' level);
- Ombudsman.





TASKS

In cooperation with the Team Leader and Key Expert 2, Junior Non-Key Expert in Statistics, Monitoring & Evaluation and Performance Measurement will work under Component I on the following tasks:

1. To support the development of the performance framework for measuring the quality of social services through data collection, review of existing performance measurement practices and analysis of relevant data sources.
2. To contribute to the preparation of performance indicators, indicator matrices, reporting templates and methodological documents, including protocols for data collection, validation and reporting.
3. To support the preparation, implementation and monitoring of pilot testing activities related to the developed mechanisms, tools and procedures, and collect, compile and analyse implementation data, support the assessment of pilot results and document lessons learned and recommendations for further improvement.
4. To support the development, testing and validation of reporting and evaluation mechanisms, including reporting templates, evaluation tools and data collection instruments.
5. To contribute to stakeholder consultations, compilation of feedback and revision of reporting procedures and user guidance materials.
6. Assessment of Existing IT Systems: To assess the existing IT systems used by key stakeholders, including MSPDY, ISA, SWCs, local self-government units, and social service providers.
7. Preparation of Recommendations: Based on the assessment findings, to prepare recommendations regarding the selection of IT tools and their interoperability to ensure efficient information exchange, regardless of differing technologies or standards. This means that various systems will be able to collaborate and share data without requiring extensive adjustments. Ultimately, this approach will lead to the development of user-friendly interfaces that facilitate ease of use.
8. Reporting: To prepare a comprehensive report documenting the current state of the IT systems, identifying limitations related to this project, and proposing options for utilizing simple IT tools. This report will serve as the foundation for developing a plan that leverages existing IT systems and introduces new tools tailored to the specific needs of stakeholders involved in the M&E of social services.
9. Following the assessment phase, the necessary IT tools to establish the M&E system will be presented. Protocols for data collection, validation, and reporting will be either revised or newly developed to ensure a seamless flow of data and consistency in reporting across all levels of social service delivery. Additionally, mechanisms for continuous monitoring and support will be established to address any technical issues or challenges that may arise during the transition phase.

DESCRIPTION OF THE ASSIGNMENT

Planned days – contracting period:

A total of up to **50 working days** planned for the JNKE during the period October 2026 – May 2027. Allocation of days to specific tasks is provisional.

Outputs:

- Data collection and analysis materials supporting development of the performance framework.
- Draft indicator matrices, reporting templates and data collection tools prepared.
- Pilot implementation monitoring reports and summary findings prepared.
- Reporting and evaluation tools tested and validated.
- Technical documentation and background analyses supporting assessment of IT systems prepared.
- Draft recommendations for improvement of monitoring, evaluation and reporting processes prepared.
- Support provided for development and testing of simple IT tools for monitoring and evaluation purposes.
- Support provided in development or revision of data collection, validation and reporting procedures.





Management

The expert will be responsible to the Project Team Leader.

Location

The office base is in Skopje. In addition, various activities may be performed elsewhere in North Macedonia.

Qualifications and Skills Required

- At least a University Degree (where a university degree has been awarded on completion of a minimum of 3 years of study in University degree in relevant field, preferably Master's degree in Statistics, Applied Statistics, Data Science, or in Economics, Sociology, Public Policy, Social Sciences or similar may be accepted only if the candidate demonstrates substantial university-level statistical training and strong professional statistical experience; or 5 years of general experience above the minimum relevant experience requested in the field;
- Good written and spoken English. Knowledge of Macedonian is desirable;
- Full computer literacy;
- Strong experience preparing analytical reports, statistical summaries, methodological documents and user guidance.
- Ability to work as part of a team.

General professional experience

- At least 5 years of professional experience in statistics, monitoring and evaluation, data analysis, performance measurement or applied research.

Specific professional experience

- At least 5 years of demonstrated experience in quantitative/statistical analysis, preferably using administrative, survey or social-sector datasets.
- At least 3 years of experience with monitoring and evaluation systems, performance frameworks, indicators or results measurement.
- Experience developing or applying data collection, verification, validation, cleaning, quality-control and reporting procedures.
- Preferably 2–3 assignments/projects related to social protection, social services, employment, public administration or another social/public-policy field.
- Experience working with databases, management information systems and digital reporting tools; ability to assess whether systems can generate reliable M&E data.
- Direct experience with North Macedonia's social protection system is a strong advantage.
- Experience in EU, UN, World Bank or other internationally funded projects would be desirable.

Submission of Applications

Applications must be sent in English (CV in Europass format, including exact dates and the number of working days for each experience, and a motivation letter) via e-mail to Ms. Sanya Stamenkovska, Office Manager, at sanya.stamenkovska@wyg-ta.eu, indicating "Junior Non-Key Expert in Statistics, Monitoring & Evaluation and Performance Measurement" in the subject line. References must be available on request.

The deadline for submitting applications is **13 October 2026 at 17:00**. Applications submitted after this time or incomplete applications will not be considered. Only shortlisted candidates will be contacted.

IMPORTANT NOTICE

The experts must not have had any contractual relationship with the public administration of the Republic of North Macedonia for at least 6 (six) months prior to his/her hiring.

