

Shaza

Bashar Al-Massarani -Resume



Syria
Homs



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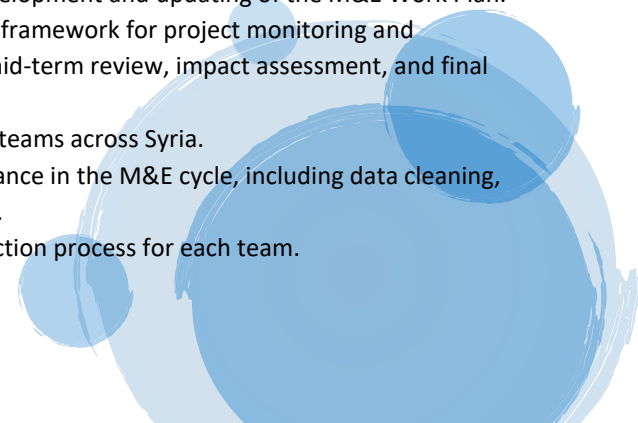
Shaza Al Massarani

Experience

- ❖ MEL TL – Norwegian refugee council Central area-Homs since 2024 - till now
- Supporting the implementation of the M&E strategy and M&E SOP in the area office;
- Ensuring that all M&E required tools and systems are in place and maintained within the area office (such as the M&E matrix) in coordination with M&E at country office
- Manage key M&E processes in support of Area Office team; support programme staff in planning for and executing M&E activities, including data collection, data management, analysis and use through the development and use of M&E planning tools;
- Participating in grants opening meetings, grants review meetings, and grants closure meeting at area office and country office level;
- Compile the area office progress and achievement for output and outcome data on a monthly basis in NRC's Global Output and Outcome Reporting System (GORS) and support development of actualised logframes on a regular basis;
- Ensure that the reporting system is used, maintained, and up to standards in terms of managing quality data;
- Provide M&E and information management technical support for area office staff;
- Identify training needs and prepare and/or facilitate trainings accordingly.
- Identify monitoring activities based on the need of the area office for improving programme design and learning purposes;
- Conduct learning reviews with the different programmes on the area office level, and drafting lessons learnt reports;
- Support in the area assessment process by advising on the suitable methodology, sample size, and selection criteria;
- Ensure that the area office is adherent to responding to the feedback received as per the feedback handling mechanism system and SOPs through coordinating with the FHM programme focal points at area office level;
- Maximize the use of the data collected from the feedback handling mechanism by sharing trends, findings, and recommendations for programmes;
- Liaise with M&E at country office to ensure the timely delivery of the M&E deliverables for the area office



- Conduct routine field visits to ensure data collection quality and M&E ethics.
- ❖ **M&E officer** - Norwegian refugee council Central area -Homs - since 2023 -2024
 - Maintaining an appropriate reporting system for programme achievements and evidence.
 - Support the establishment and maintenance of Feedback Handling Mechanisms and systems and
 - ensure data is shared with the programme and management for improvement.
 - Contribute to organisational learning through the management of output and outcome data, technical
 - analysis, lessons learned and M&E reports.
 - Support the development of training modules and facilitate M&E specific trainings.
 - Ensure compliance with NRC M&E and data policies;
 - Liaise with other units on areas of common responsibility;
 - Compliance and adherence to NRC policies, guidance and procedures;
 - Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive
 - Programming (SIP) guidelines, policies and Syria-specific explanatory notes.
 - Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels;
 - Promote and secure a safe working environment for reporting concerns/breaches, and that all cases
 - reported are processed in a confidential and sensitive manner.
 - assigned as a line manager, leading the technical assistant and providing the necessary training and support.
 - conduct the entire process of contingent worker recruitment.
- ❖ **M&E officer** - Syrian Arab Red Crescent-Damascus-Head Quarter-since 2020 -2023
- ❖ Assist in revising the project log frame matrix, focusing on performance indicators, their measurement and project proposals
- ❖ Contributed to the development and updating of the M&E Work Plan.
- ❖ Developed the overall framework for project monitoring and evaluation, including mid-term review, impact assessment, and final evaluation.
- ❖ Led and supervised 14 teams across Syria.
- ❖ Evaluate staff performance in the M&E cycle, including data cleaning, analysis, and reporting.
- ❖ Oversee the data collection process for each team.





- ❖ prepare and Provide training to teams on M&E tools and related topics.
- ❖ Maintain and track the M&E budget and log frame for each governorate.
- ❖ Review existing data quality and collection methods to ensure accurate baseline statistics for impact evaluation. In addition, conduct field visits monitoring with donors to ensure data quality.
- ❖ Establish baseline data for each project component and indicator.
- ❖ Regularly collect data to measure progress against performance indicators.

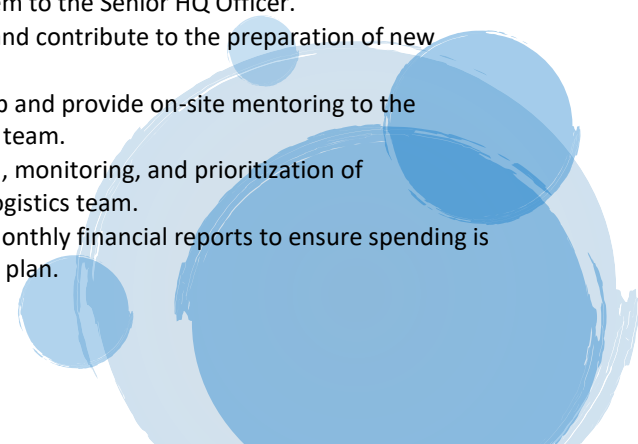
- ❖ **Hygiene promotion coordinator** - Syrian Arab Red Crescent- Damascus -head quarter – since 2017 -2020
 - Document and share lessons learned and success stories related to hygiene for future programming.
 - Manage and led a team of 20 members, providing them with technical assistance and guidance.

 - Develop and implement individual work plans for staff members, ensuring that they receive the necessary training and support to excel in their roles.

 - Conduct regular meetings and field visits to closely monitor and evaluate the performance of the team, identifying areas for improvement and providing feedback.

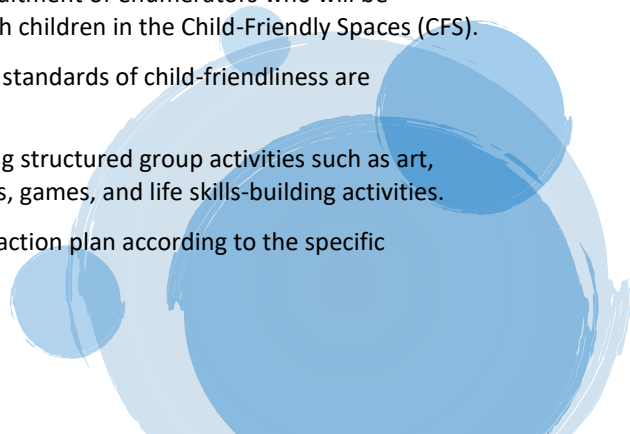
 - Conduct annual assessments to assess the performance of staff members and develop personal and professional development plans.

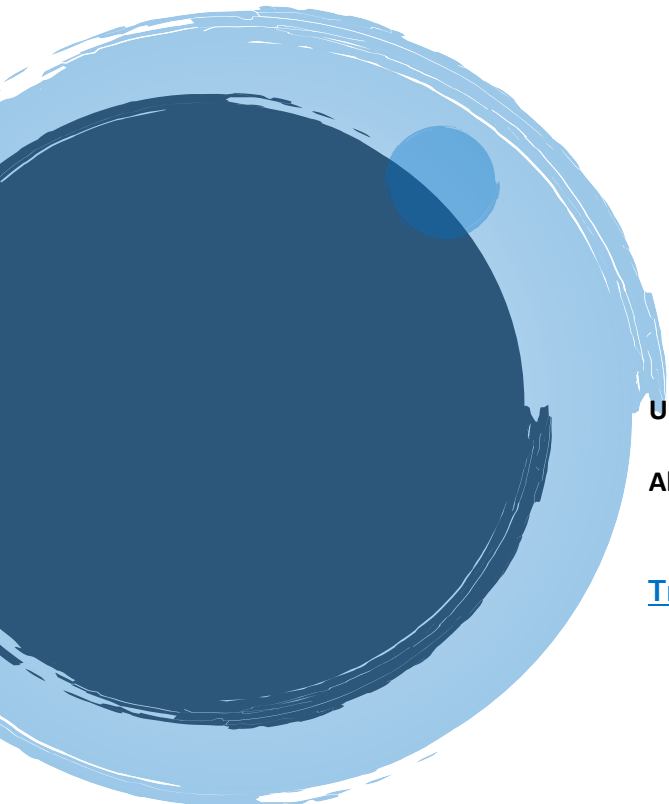
 - Collaborate and coordinate with SARC teams, partners, and stakeholders externally to ensure effective communication and collaboration for the successful implementation of projects and initiatives.
 - Ensure proper implementation of hygiene and sanitation in WASH projects within the allocated budget and timeline, meeting international standards.
 - Integrate water, sanitation, and hygiene promotion components in projects.
 - Prepare monthly field reports covering all hygiene and sanitation aspects and submit them to the Senior HQ Officer.
 - Conduct assessments and contribute to the preparation of new proposals.
 - Regularly visit the camp and provide on-site mentoring to the hygiene and sanitation team.
 - Ensure timely initiation, monitoring, and prioritization of procurements by the logistics team.
 - Monitor and analyze monthly financial reports to ensure spending is in line with the original plan.





- ❖ **WASH trainer - SPHERE trainer** -Sphere association from 2014 till now
 - Conduct training sessions for over 2000 volunteers on WASH (Water, Sanitation, and Hygiene) and SPHERE (Sphere Handbook, a set of humanitarian standards).
 - Develop comprehensive training materials and packages for Sphere and WASH training.
 - Provide training to SARC staff and volunteers on WASH and the basics of the SPHERE standards.
 - Led training of trainers programs for SARC staff-volunteers in the WASH and Sphere
 - Manage training budgets, create plans and prepare reports to monitor and evaluate the effectiveness of the training programs.
- ❖ **Registration manager** - Child-friendly centre of the Red Crescent in collaboration with UNICEF in Hesyaa, Homs- since 9/2013 till 6/2014.
 - Attending and participating in local capacity-building events as needed.
 - Supporting in building the capacity of local partner organizations in assessing, planning, designing, implementing, monitoring, and evaluating projects. This includes identifying key protection threats affecting child-friendly spaces.
 - Identifying safety issues and following up with the risk manager on the safety and security of chosen locations.
 - Developing monthly operational progress reports
 - Preparing financial and narrative reports on the progress of the project and filing all important records and correspondences related to the project.
 - Facilitating access to child-friendly spaces for all.
 - Participating in the recruitment of enumerators who will be facilitating activities with children in the Child-Friendly Spaces (CFS).
 - Ensuring that minimum standards of child-friendliness are considered.
 - Supporting in conducting structured group activities such as art, cultural activities, sports, games, and life skills-building activities.
 - Developing the project action plan according to the specific





psychosocial needs of the children and monitoring its implementation with the support of local partners.

Education

University of people, online university-since 2021 till now

- ❖ Business administration master


Al Baath university, Syria, Homs- 2016

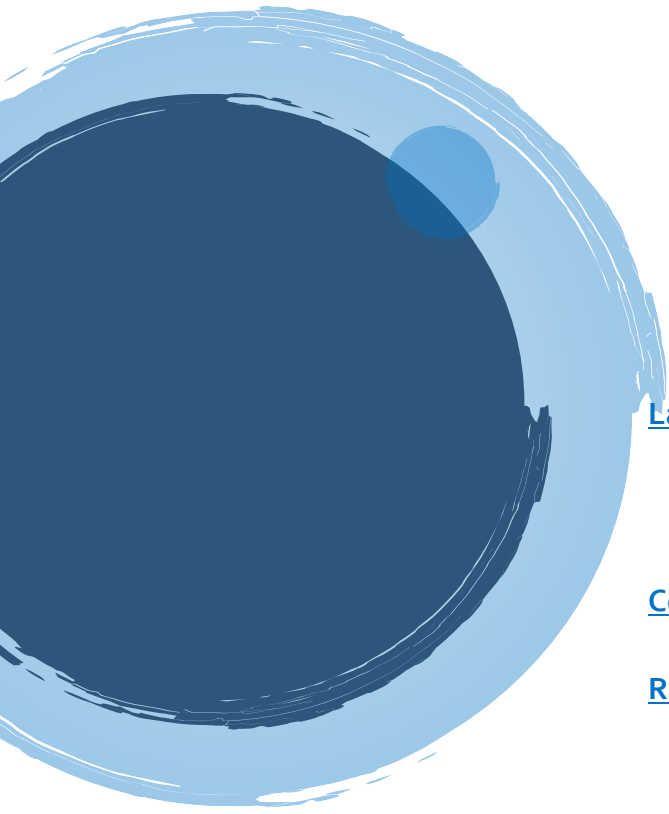
- ❖ French literature bachelorette

Training and Courses:

- Climate change in Damascus provided by ICRC in 2022
- Q&A TOT in turkey from OUCHA in cooperation with SPHERE project 2019
- WATER in emergency training in Kenya provided by ICRC in 2018
- WATER in emergency training in Lebanon provided by NorCross in 2017
- PMER training in Damascus from Syrian Red Crescent in Cooperation with NorCross 2017.
- Training in Disaster Management advanced from Syrian Red Crescent Homs branch 2016
- Sphere TOT in Gaziantep provided by UNOCHA, Human Appeal, and Sphere project 2015.
- TOT in Hygiene Promotion in Tartous from Syrian Red Crescent in Cooperation with IMC in 2014
- Training in Disaster Management principles from Syrian Red Crescent Homs branch 2010.
- Monitoring and Evaluation workshop from Syrian Red Crescent 2013.
- Certificate in English conversation from Linguaphone center 2010.

Skills:

- Strong communication skills; oral, written, and presentation skills.
 - Strong management skills (Managing, motivating, and developing staff)
 - Team player.
 - Ready to work in difficult environmental conditions
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- Must be flexible and culturally sensitive.
- Previous experience of working in an INGOs environment

Languages:

- Mother language: Arabic
- Other languages: English, French

Computer:

- Microsoft office

References:

- ❖ Mhd. Anmar Oyon Al sood – Senior cash-based intervention assistant – UNHCR – 0949644775
- ❖ Mario Nassar -Regional PMER officer, Norcross - mario.nassar@redcross.no- 0096171884046



