

Professional profile

Zoë is a Principal Consultant in Itad's Inclusive Growth and Climate Change Practice. She has over ten years of expertise in international development, with specialisms in impact measurement, evaluating large and complex portfolios and multi-country evaluations, providing strategic MEL support, and qualitative methods. Zoë is the Project Director for an evaluation of a complex international policy framework to strengthen civil society on behalf of the Ministry of Foreign Affairs in the Netherlands. She recently acted as Impact Measurement and Management Specialist to advise on measuring market development approaches for FinDev Canada. She is Case Study Lead for Itad's longitudinal study of the mobilisation of private capital by BII and is advising on Itad's evaluation of BII's development impact through its Industries, Technology and Services portfolio. Zoë was the Deputy Team Leader for the evaluation of the development impact of BII's infrastructure portfolio and the Project Manager and Evaluator for Itad's evaluations of PIDG and FMO, leading on the remote case studies into investments in two countries for the FMO evaluation.

Prior to working at Itad, Zoë worked at Save the Children (STC) as their Senior Impact and Learning Advisor in their Business Programs Hub. She was the Impact & Learning Lead for the Health System Strengthening portfolio of the multi-million-pound STC-GSK partnership, developing the monitoring, evaluation, research and learning framework for the portfolio. She led several After Action Reviews to generate immediate actionable learning, including STC's Emergency Health Unit's response to Hurricane Matthew in Haiti. Zoë was the Head of Impact and Learning at Build Africa where she was the technical lead on Monitoring, Evaluation, Accountability and Learning at organisational and programmatic level. In this role, she commissioned and conducted several evaluations, including leading a Utilisation-Focused Evaluation with a project team in Uganda, working collaboratively on design, data collection, analysis and development of findings. She worked extensively on programs funded by US- and UK-based trusts and foundations, drafting annual and evaluative reports for these audiences.

Nationality	British	Country experience	Côte d'Ivoire, DRC, Haiti, India, Kenya, Liberia, Mali, Nepal, Senegal, Sierra Leone, Somaliland, South Africa, Uganda
Languages	English (native)		
Education	2006 - 2009, BA (Hons) English and Latin Literature , University of Warwick		
Employment	2021 – present, Principal Consultant , Itad 2018 - 2012, Senior Consultant , Itad 2018, Senior Impact and Learning Advisor (Business Programs Hub) , Save the Children 2016 - 2018, Impact and Learning Advisor (Business Programs Hub) , Save the Children 2015 - 2016, Head of Impact and Learning , Build Africa 2014 - 2015, Program Officer (Monitoring, Evaluation and Learning) , Build Africa 2013 - 2014, Monitoring and Evaluation (M&E) Manager (Secondment) , Save the Children International 2012 - 2014, Data Management and Reporting Officer , Save the Children UK 2011 - 2012, Program Policy and Quality Coordinator , Save the Children UK 2010 - 2011, Effective Programs Coordinator , Save the Children UK		

Project experience

2022 - present	British International Investment (BII) Industries, Technology and Services Evaluation Role: Senior Advisor and Report Writer Client: BII and FCDO Location: Global Providing advisory inputs and report writing for the portfolio evaluation of BII's investments across three sectors.
2022 - present	Baseline, Monitoring and Mid-Term Evaluation Strengthening Civil Society Role: Project Director Client: Ministry of Foreign Affairs in the Netherlands Location: Global Itad is the research partner for the global component of the Dutch MFA's Policy Framework for Strengthening Civil Society (SCS) grant instrument which supports civil society organisations and women's funds in the global South in their lobbying and advocacy capacity. Responsible for programme oversight and interaction with client.
2022 - 2023	Consulting Services to develop sectoral Market Development approaches Role: Impact Measurement and Management Specialist Client: FinDev Canada Location: Global Itad has been supporting FinDev Canada to develop their sectoral Market Development approaches, which will become a key component of their updated Development Impact Framework. As one of the three core team members, has been actively involved in all aspects of the project, including peer research and interviews, developing the infrastructure Theory of Change and indicators, and report writing.
2022	Review of the Inception phase of Accelerating Impact for Young Women (AIM) Role: Project Director Client: Mastercard Foundation and BRAC Location: Uganda and Liberia Itad is conducting a review of BRAC's inception phase of the AIM project to assess progress to date, the appropriateness of the implementation plan and the organisational capacity to implement. Accountable for the high quality and timely delivery of all review deliverables.

2020 - Evaluation of the development impact of BII's infrastructure portfolio

2021 Role: Deputy Team Leader | Client: BII & FCDO | Location: Global

Worked closely with the Technical Director to mobilise and manage the evaluation team to deliver a high quality inception phase, portfolio analysis and review of the evidence base for the development impact of infrastructure investments.

2020 - Evaluation of the development impact of the Private Infrastructure Development Group

2021 Role: Project Manager and Evaluator | Client: PIDG | Location: Global

A critical team member in developing the evaluation design for the evaluation and conducting the successful inception phase of the evaluation, liaising with multiple donor owners of PIDG and with PIDG themselves to ensure an evaluation design that would generate useful findings and lessons for all.

2019 - Evaluation of the Dutch Development Finance Institution

2020 Role: Project Manager and Evaluator | Client: Ministry of Foreign Affairs in the Netherlands | Location: Global

Worked closely with the Team Leader to manage the evaluation of FMO, acting as the first point of contact for the evaluand and the client. She also led the case study approach and jointly led the implementation of the case studies in India and Bangladesh, remotely during the Covid-19 pandemic.

2017 - Longitudinal Study of the mobilisation of private capital by British International Investment

Present Role: Case Study Lead | Client: BII & FCDO | Location: Global

Together with partners, conducting the first ten-year study to systematically analyse the mobilisation of private investment by BII in fragile and frontier markets. As Case Study Lead, using a case study approach to evaluate BII's mobilisation of further investments and is drawing on contribution analysis and process tracing approaches.

2018 Results Framework for the GSK-Save the Children partnership

Role: Impact & Learning lead for Health Systems Strengthening | Client: STC/GSK | Location: Global

Save the Children and GlaxoSmithKline formed an innovative partnership in 2013 to find pioneering ways to reduce child mortality by working together. Played a significant role in generating evidence on the partnership and its results. Led the Impact and Learning approach for the Health Systems Strengthening portfolio of over 20 projects within the GSK-Save the Children partnership, including the development of a results framework for the portfolio and setting the portfolio's research strategy. Also supported the development of the overall partnership results framework and associated results dashboard, providing analysis, data interpretation and reporting against the dashboard on a regular basis to inform reporting and senior level decision-making. Identified areas of the partnership for which there were evidence gaps, designing and conducting primary research and evaluations to generate findings, recommendations and learning which could be applied directly within the partnership and more broadly across the health sector.

2017 - Understanding how change is created through Participatory Women's Groups in Kenya

2018 Role: Lead evaluator | Client: STC | Location: Kenya

Led a realist evaluation, with a nested process evaluation, into women's groups that were using a participatory learning and action cycle approach to improving maternal and newborn health in Western and North Eastern Kenya. Findings presented at Global Summit on Social and Behaviour Change Communication in April 2018 and Health Systems Research conference in October 2018.

2017 Evaluation of the GSK-Save the Children Healthcare Innovation Award

Role: Lead evaluator | Client: STC/GSK | Location: Global, with case study focus in South Africa

Led a theory-based evaluation, assessing Award's achievement against strategic objectives, and the relevance and relative significance of its model of support to funded innovations. The evaluation assessed portfolio level achievements through document review and interrogated causal links between winners' results and the Award's support through interviews with a large sample of winners and other informed actors, using a case study approach to conduct a detailed assessment of the Award's contribution to an innovation's achievements in South Africa through extensive document review, interviews with staff and with representatives from actors in the innovation ecosystem.

2016 - Multi-country study into the motivation of Community Health Workers in West and Central Africa

2018 Role: Lead researcher | Client: STC | Location: Côte d'Ivoire, DRC, Mali and Senegal

Led a multi-country qualitative study into the motivation and retention of Community Health Workers across a portfolio of Save the Children's health projects, using a contribution analysis approach with the Most Significant Change technique embedded, including management of extensive qualitative data collection in supported communities, working with teams of Research Assistants. Managed multiple internal and external stakeholders to

deliver findings and recommendations that could be integrated into programmatic and advocacy interventions across the Save the Children portfolio and that could be taken on by other development actors.

2016 After Action Review of Save the Children's Emergency Health Unit's response to Hurricane Matthew

Role: Lead evaluator | Client: STC | Location: Haiti

Conducted an After Action Review of Save the Children's Emergency Health Unit's response to Hurricane Matthew in Haiti, collection qualitative data through interviews and group discussions. Emerging findings and recommendations were generated during the review period, allowing for validation from and action by response managers before the end of the review process.

2016 Monitoring, Evaluation and Learning (MEL) Technical Assistance to a large, complex health program in the Democratic Republic of Congo (DRC)

Role: Monitoring, Evaluation and Learning Technical Advisor | Client: STC | Location: DRC

Provided MEL technical assistance for a multi-donor, £15.4 million health program in the DRC, funded by DFID, the EU and corporate donors. Provided extensive technical support to program design, bid writing, and MEL systems, specifically in theory of change development, measurement and evaluation of outcomes and impact and associated activity budgeting. Provided significant technical support to the design of formative research into the knowledge, attitudes and practices of community members to inform the development of the Social and Behaviour Change strategy for the program.

2016 Utilisation-focused evaluation of Early Years Education Quality in Uganda: Advancing Learning (EQUAL) Project

Role: Lead evaluator | Client: Build Africa | Location: Uganda

Led a utilisation-focused evaluation of an Early Years Education project in Western Uganda, facilitating and supporting colleagues to design and implement the mid-term review, as the Primary Intended Users of the evaluation, with the support of a co-evaluator.

2014 - 2016 I-LEAP (Improving the Learning and Educational Attainment in Primary)

Role: Monitoring, Evaluation, Accountability and Learning (MEAL) technical lead | Client: Build Africa | Location: Uganda

Technical lead for MEAL of the ILEAP project, which aimed to improve the learning of children in their first three years of primary school, by working with teachers, parents and older children to support the young children's education. Played significant role in the programme design, including managing participatory sessions on the proposed program design with teachers, parents and pupils; developed and initiated the MEAL system and its resourcing requirements; led evaluation design, including commissioning and management of baseline. Developed all aspects of the accountability mechanisms within the project, including the design and roll-out of reporting and referral pathways for all types of complaints, including child safeguarding, involving the development of organisational policies and procedures on whistleblowing and complaints handling.

2015 - 2016 Organisational Monitoring, Evaluation and Learning system

Role: Head of Impact and Learning | Client: Build Africa | Location: Global

Role included the development and delivery of a MEL strategy, including resourced business plan, to improve the quality of MEL across the organisation, with a core component of the strategy focused on the design of an organisational Monitoring, Evaluation and Learning system, facilitating the aggregation of results across comparable projects within Build Africa's education and livelihoods portfolio. The organisational MEL system allowed for assessment of the scope of the programs and achievement of programmatic outcomes, providing opportunities for aggregated reporting to the Board and Directors and for learning on program design and implementation.

2014 Return on Investment of NWELIS project (North Western Livelihood Support)

Role: Qualitative lead | Client: Build Africa | Location: Uganda

Overall responsibility for a mixed methods approach to evaluating the return on investments of a small-scale farmers' project in North Western Uganda, assessing changes in production, productivity and value addition. Technical lead on the qualitative component of the evaluation, including assessment design, instrument development, training of Research Assistants and oversight of data collection in the field.