

ALICE LIVINGSTONE CHAN

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I am a researcher and writer based in Singapore, with over 14 years experience working on social and economic justice issues in multiple countries across Sub-Saharan Africa, Central Asia, South and Southeast Asia. My experience and interests encompass social protection and humanitarian cash and voucher assistance. Additionally, I focus on accountability and grievance redress mechanisms, and the application of digital technology in public service delivery and humanitarian response. My professional practices are grounded in comprehensive knowledge of human rights and international labour standards.

SUMMARY OF SKILLS AND EXPERIENCE

- **Advanced social research methods.** Completed high-level training in research methods for social policy design, implementation, and evaluation via an MSc in Social Policy Research from the London School of Economics and Political Science (LSE). Awarded a Distinction, and the Titmuss Prize for Outstanding Dissertation 2012/2013.
- **Desk research and literature reviews.** Adept in carrying out rigorous desk research and literature reviews (scoping, traditional, and systematic). Able and willing to deep dive into a subject.
- **Framework analysis.** Experienced in using theoretical, conceptual and analytical frameworks to analyse complex issues, interpret data, derive meaningful insights and make informed recommendations.
- **Quantitative skills.** Proficient in statistical concepts, descriptive and inferential data analysis, and writing statistical code to create reproducible workflows (Stata). Adept in using charts, graphs and data visualization applications such as Tableau.
- **Qualitative skills.** Experienced in conducting key informant interviews, focus groups, case study research, and supporting participatory processes such as Community Based Monitoring (CBM). Conducted primary research, trained and supported community monitors in Bangladesh, Kenya, Mozambique, Myanmar, Tajikistan and Uganda.
- **Geographic Information Systems.** Trained in the use of spatial information (maps, geospatial data, satellite imagery, attributes) for social research design, implementation and analysis. Working knowledge of QGIS.
- **Survey design and analysis.** Trained in social survey methodology (LSE). Designed various surveys used to research topics related to income security and social protection including in Colombia, Philippines, Tanzania and Tajikistan. Conducted data analysis from large-scale survey data such as the Living Standards Measurement Studies (LSMS).
- **Research ethics.** Working knowledge of research ethics, data protection and privacy regulations.
- **Versatile writer.** Experienced in producing various types of written content including technical articles, case studies, social media and website content, infographics, instructional guides, donor reports and grant applications. Examples of my written work can be viewed on my [online portfolio](#).
- **Audience analysis.** Proficient in identifying and evaluating the interests, influence, and importance of various audiences in order to ensure that written content is tailored for maximum engagement and relevance.
- **Strong collaboration, planning and organization.** Skilled in working with various stakeholders to understand their needs, perspectives and goals. Highly capable in planning and organizing projects and workflows.
- **Rigour and pragmatism.** My approach to research and writing aims to balance methodological standards with practical considerations for real-world application.

PROFESSIONAL EXPERIENCE

OpenSPP Social Protection Platform

FEB 2023 - ONGOING

Social Protection Adviser (remote, freelance consultant)

- Currently providing technical support to OpenSPP, an open-source management information system and suite of registries tailored for social protection and humanitarian programs.
- Desk research on national-level digital and integrated social protection information systems, social registries and farmer registries, e-governance, digital transformation of public services and Digital Public Infrastructure.
- Writing and editing diverse forms of content including technical articles, case studies, social media posts, website content, infographics, instructional guides and grant applications.

Save the Children Australia / Development Pathways

JUNE 2022 – JUNE 2023

Social Protection Consultant (remote, freelance consultant)

- Technical support to Save the Children Australia's work on child-sensitive social protection in the Pacific region.
- Completed a rigorous literature review of the global evidence on social protection supporting childhood development outcomes, and its application to the Pacific Island Countries.
- Authored an extensive literature review report for use by StC global team, and co-developed briefings outlining strategic entry points for the development of child-sensitive social protection in the Pacific region.

UNICEF

APRIL 2022 – JULY 2022

Social Protection Consultant (remote, freelance consultant, sub-contracted)

- Evaluation of the online training course 'Inclusive social protection for persons with disabilities' (Bonn-Rhein-Sieg University/UNICEF/ILO).
- Designed qualitative and quantitative evaluation tools, carried out qualitative interviews with course participants and UNICEF staff, authored an evaluation report based on the findings.

HelpAge International

SEPT 2013 – NOV 2018

Social Protection Adviser / VASP Project Manager

- Project Manager of the Voice and Accountability in Social Protection (VASP) project focused on social accountability and grievance redress mechanisms (GRM) of social protection programs in Kenya, Mozambique, Uganda and Tanzania.
- Led the development of a project learning framework, designed a peer learning exchange, and supervised data collection processes.
- Designed an analytical framework for analysing government legislation, policies and services related to social protection and public service delivery standards.
- Set up a digital data collection and reporting system for community monitoring, authored a training manual, conducted trainings with HelpAge staff and partners, analysed community monitoring data.
- Piloted the collection of disability statistics within HelpAge, through incorporation of the Washington Group Short Set on Functioning into community monitoring surveys.
- Managed project timelines, budgets, team coordination and internal communications, donor reporting and liaison.
- Authored an extensive VASP project learning report and country briefs, and produced digital stories.
- Designed and conducted research into the GRM for social assistance in South Africa, and authored a comprehensive report.
- Undertook in depth consultations with government and NGO staff, and made recommendations for a GRM design for the Myanmar social pension.
- Led the development of a baseline survey for the Philippine's social pension in partnership with a team from the University of the Philippines.
- Led the organisational review process for HelpAge's strategy for social accountability and citizen voice.

HelpAge International

JAN 2008 – AUGUST 2013

Programme Policy Officer

- Contributed towards a wide variety of projects, plans and organizational processes working to change government and donor policy towards income security in older age.
- Provided project management support to programmes and projects of considerable size and complexity, ensuring a coordinated approach between regional and country offices, and compliance with organizational procedures.
- Developed and coordinated data gathering and monitoring systems, and coordinated project evaluations.
- Researched and analysed a range of issues to inform the development of programmes and advocacy agendas, including primary research on informal workers and labour migration in Bangladesh, Tajikistan and Uganda.
- Authored various types of content, including research reports, technical articles and website content.
- Coordinated and prepared accurate and timely narrative and financial reports for internal processes, institutional donors and foundations.

Y Care International

JULY 2006 – JANUARY 2008

Personal Assistant to the Chief Executive

- Executive support to the chief executive and board of trustees of this youth focused INGO.
- Contributed to a wide variety of funding proposals, donor reports, website content and fundraising materials.
- Supported global youth work projects focused on peace and reconciliation processes in Northern Ireland and Sierra Leone.

EDUCATION & PROFESSIONAL TRAINING

Mapping, Spatial Data and Geographic Information Systems (FHEQ Level 4), University of Oxford 2021

- Concepts and practical applications of mapping, GIS and spatial data for social analysis.
- Training in Quantum GIS software.

Designing and Implementing Social Transfer Programmes, Economic Policy Research Institute 2014

- Professional course accredited by UNU-Merit and Maastricht Graduate School of Governance)
- Social protection concepts, approaches and implementation

MSc Social Policy (Research), London School of Economics and Political Science 2011-2013

- Awards: Distinction | Titmuss Prize for Outstanding Dissertation
- Advance training in qualitative and quantitative research methods for application in social policy design, implementation and evaluation.
- Concepts and theories of social policy.

Certificate in Human Rights Advocacy, Human Rights Education Associates 2010

- Theoretical foundations of human rights and citizenship.
- Policy analysis and power analysis, advocacy strategies and actions.

BA Development Studies with Spanish 2001-2004

- Award: First class
- Sociology, anthropology, politics and economics, Spanish language module.

VOLUNTARY ACTIVITIES

Humanitarian OpenStreetMap Team

2021 - ONGOING

Mapping volunteer

- Updating missing data using OpenStreetMap and Mapbox satellite imagery in countries affected by humanitarian and health crises.

Canadian / Eton House International Schools

AUGUST 2019 – JUNE 2021 / AUGUST 2023 – JUNE 2024

PTA Class Coordinator

- Liaising with parents and teachers from over 50 countries with diverse cultural backgrounds in order to organize activities and communications, including during the Covid19 pandemic lockdowns and restrictions.

DIGITAL COMPETENCIES

Office suites and communication tools: Microsoft Office, Google Workspace, Slack, Teams

Data collection and analysis: Open Data Kit, Stata, NVivo, Tableau, QGIS, Java OpenStreetMap Editor, iD Editor

LANGUAGES

English	Native
Spanish	Working proficiency
Portuguese	Elementary

• REFERENCES AVAILABLE UPON REQUEST •