 UNHCR JOB DESCRIPTION

***(When finalised and approved by the Post Manager(s), e-mail to HQPC00)***

Date of Classification (1): June 2012 **(STANDARD)**

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| **PART 2A – IDENTIFICATION OF POSITION** |
| Position No: |
| Position Title:  **Information Management Officer** | Position Grade:  **P3/NOC** |
| Position Location :  | Functional Group(1) : 3.4.a |
| Supervisor Position No., Title & Grade:  | CCOG Code (1) : 1.C.07 |
| Job Code (1) : 001769 | Job Profile (1) : 00001769 |  |

***(1)*** *To be completed by PCU*

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| **PART 2B – POSITION REQUIREMENTS** |
| **2.1 ORGANIZATIONAL CONTEXT***. Define the role of the position within the team, describing its leadership role, if any, it’s external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.* In close coordination and consultation with the Senior Regional Information Management Officer and, as applicable, relevant units at Headquarters (e.g. FICSS, Bureau) the Information Management Officer will be responsible for designing and implementing a country-specific Information Management strategy. S/he will be responsible for broadly supporting the production and dissemination of information on the population of concern to the Country Office, including, but not limited to Protection and Programme information. While Registration staff will be responsible for the gathering of registration data, the Information Management Officer will assist in the analysis and dissemination of population information. S/he may supervise data collectors or data entry personnel.The Information Management Officer will liaise with sectoral leads to gather information for further analysis and dissemination and identify information gaps. Where information gaps exist, the Information Management Officer may help setting up primary data collection systems and organise needs assessments, which may also involve other stakeholders. In the case of refugee operations, the Information Management Officer will coordinate information management activities relevant to all aspects of the operation and across organizations.For IDP operations, the Information Management Officer will coordinate information management within and provide information management services to the UNHCR-led clusters and act as IM focal point for those clusters with OCHA.  |
| **2.2 FUNCTIONAL STATEMENT***. Describe the accountabilities, responsibilities and authorities associated with the position.* **Accountability** *(key results that will be achieved)** The Office has a clear and comprehensive Information Management strategy which guides all IM activities in the country.
* The Office has stepped up to its leadership role in providing quality Information Management services and delivers reliable, accessible and user-friendly, relevant, predictable, appropriate and timely delivery of information.
* Global data standards, and where appropriate, the establishment of country-specific common data standards are adopted by UNHCR and its partners.
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| **Responsibility** *(process and functions undertaken to achieve results)** Draft the country/operation-specific Information Management strategy and define operational and funding requirements for the implementation of the strategy.
* Support the promotion of data and information sharing within the humanitarian community as well as the adoption of global data standards, and where appropriate, the establishment of country-specific common data standards.
* Identify and obtain the needed data and information elements required to produce standardized information products and design and manage respective data/information collection plans for baseline and context-specific data.
* Support the Office in the analysis of processed data and information and perform data quality and consistency control.
* Design and implement a structured dissemination plan for all information products and services as appropriate (e.g. web portal, mailing list, information centres, etc.) including the definition of standard operating procedures for clearing information products for release.
* Coordinate needs assessments across all sectors (in refugee situations) and coordinate needs assessments within UNHCR-led clusters and participate in joint needs assessments with other partners/clusters. Support operational leads in making methodological decisions about how to conduct needs assessments.
* Perform other duties as required.
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| **Authority** *(decisions made in executing responsibilities and to achieve results)** Chair the Refugee Information Management Working Group (for refugee situations) and represent UNHCR-led clusters on inter-cluster Information Management Working Groups (for IDP situations).
* Assist in the recruitment and training of data collectors and data entry personnel, if requested.
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| **2.3 REQUIRED COMPETENCIES**, *which* *illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and of three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.*

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| **Code** | **Managerial Competencies** |
| 1.[ ]  [ ]  M001 | Empowering and Building Trust |
| 2.[ ]  [x]  M002 | Managing Performance |
| 3.[ ] **[x]** M003 | Judgement and Decision Making |
| 4.[ ] **[x]** M004 | Strategic Planning and Vision |
| 5.[ ]  [x]  M005 | Leadership  |
| 6.[ ]  [x]  M006 | Managing Resources |
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| **Code** | **Cross-Functional Competencies** |
| 1.[ ]  [x]  X001 | Analytical Thinking |
| 2.[ ]  [ ]  X002 | Innovation and Creativity |
| 3.[ ] [x]  X003 | Technological Awareness |
| 4.[ ] [ ]  X004 | Negotiation and Conflict Resolution |
| 5.[ ]  [x]  X005 | Planning and Organizing |
| 6.[ ]  [ ]  X006 | Policy Development and Research |
| 7. [ ]  X007 | Political Awareness |
| 8. [ ]  X008 | Stakeholder Management |
| 9. [ ]  X009 | Change Capability and Adaptability |

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| **2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE** **REQUIRED**. *Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.** University degree in information technology, demography, statistics, social sciences or any related area.
* At least six years combined field and/or headquarters experience in international organizations.
* Knowledge of the UN system and the humanitarian community.
* Knowledge of protection-related guidelines, standards and indicators.
* Proven skills to analyse statistical information.
* Advanced Excel skills (e.g. pivot tables, functions, etc.).
* Ability to formulate IM-related technical requirements and Operating Procedures.
* Ability to translate planning-specifications into technical briefs for data capture and analysis, and vice versa.
* Ability to compile and holistically analyse diverse datasets.
* Experience with handling confidential data.
* Demonstrated understanding of different data collection methodologies.
* Excellent written and oral presentation skills.
* Excellent knowledge of English and working knowledge of another UN language.

(In offices where the working language is not English, excellent knowledge of UN working language of duty station and working knowledge of English.)*\*\*\*For National Officer positions, very good knowledge of local language and local institutions is essential.* |
| **2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES.** *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.** Proficiency in a second official UN language is desirable.
* Successful participation in the Operational Data management Learning Programme is desirable.
* Experience in web design and software development is an asset.
* Experience with relevant software such as: ArcGIS, Mapinfo, SPSS, EpiInfo6, HTML, PHP, ASP, Java, Ms Access, SQL, progress) is desirable.
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