



UNITED NATIONS CHILDREN'S FUND  
SPECIFIC JOB PROFILE

**I. Post Information**

**Job Title:** Programme Officer (Beneficiary Data Manager) – (FT)  
**Supervisor Title/Level:** Program Manager (Cash Transfer) (P4)  
**Organizational Unit:** Social Policy  
**Post Location:** Kinshasa, DRC

**Job Level:** P-2  
**Job Profile No.:**  
**CCOG Code:**  
**Functional Code:**  
**Job Classification Level:**

**II. Strategic Office Context and purpose for the job**

The Democratic Republic of the Congo is home to one of the world's most complex and protracted crises: around 26.4 million people, including 15.4 million children, are enduring the most of the escalation in armed conflict and recurrent disease outbreaks that are exacerbating chronic poverty, systemic weaknesses, and vulnerability.

The scale of humanitarian needs and protection concerns remains massive. In 2022, the country hosts the second-highest number of internally displaced people in the world. Population displacement continues to rise, with more than 1.29 million people displaced between January and July 2022. At least 97 per cent of displaced people live in Ituri, North Kivu and South Kivu Provinces, which have seen a growing number of targeted attacks against civilians and infrastructure, including sites for internally displaced people, schools, and health facilities. Protection concerns remain paramount. More than 2,500 grave violations against children were verified as of September 2022. Recruitment or use of children in armed forces and armed groups is increasing, as is killing, and maiming of children, which increased by 10 percent in 2022 compared with 2021.

UNICEF in DRC uses cash transfers modality for humanitarian cash transfers and social protection programs to support most vulnerable populations in the country to address the basic and sectoral needs and services. UNICEF is providing support to the government in the payment of incentives, salaries for front line workers such as health professionals, social workers, teachers... Through longer term cash-based interventions UNICEF DRC supports beneficiary households and communities towards sustainable and middle & longer-term outcomes. UNICEF in DRC optimizes the use multipurpose cash transfers to achieve sectoral and multisectoral outcomes. Rapid Response & Basic Needs humanitarian cash transfers, Cash+ programs focusing on Nutrition, GBV and Child Protection outcomes, longer-term shock responsive cash and cash based social protection programs and incentive payments for sectoral systems strengthening are some of the cash-based programming approaches adopted by the HCT team and respective UNICEF sections in DRC.

**Purpose of the job:**

Under the direct supervision of the Programme Manager of the Cash Unit (P4) based in Social Policy section and in close cooperation with respective sections, the incumbent is responsible for delivering timely beneficiary data management services while upholding UNICEF data protection policies. More specifically, the incumbent will develop and implement data collection tools for beneficiary targeting and registration, support data based program monitoring and evaluation, manage HOPE process and procedures for all Cash Transfer programs and incentives payment and help the Cash Unit and respective sections with data solutions for cash transfers programmes.

**III. Key functions, accountabilities and related duties/tasks:**

**1) Personal Data Services Management**

- a) Provide guidance and oversight for the adequate use of the Cash Operations and Programme Ecosystem (HOPE) for UNICEF and partners
- b) Escalate risks related to personal data management to supervisor and management
- c) Ensure quality of data analysis, reporting, Third Party Monitoring (TPM), Grievance and Redressal Mechanisms (GRM) and data protection standards
- d) Detect individual record flagged as error upon import in HOPE and perform adequate correction based on programmatic instructions

- e) Support data collection tools and process design for baseline, midline and endline data collection and analysis for Cash Transfer programs,
- f) Provide oversight of personal data use for efficient and effective delivery of individual payments / cash transfers
- g) Coordinate with interagency counterpart's data interoperability initiatives
- h) Ensure the interoperability between UNICEF beneficiary database and the national Social Registry (RSU)

## **2) Data Management Function focal point**

- a) Coordinate with HQ HOPE team on prioritized support
- b) Act as personal data management focal point within the country office
- c) Act as data management focal point with external stakeholders including de facto authorities
- d) Provide support to the government in setting up an harmonized Management Information System for social protection programmes.
- e) Act as data management focal point in donors briefing
- f) Contribute in the development of the national Social Registry (RSU)

## **3) Data analysis, Reporting and Third-Party Monitoring**

- a) If required, provide technical oversight on the ToRs of the Third-Party Monitoring, assessment of technical proposal based on agreed criteria, and selection of the third party for verification of existing payees' lists
- b) Draft process and output monitoring report based on data available in HOPE and TPM sources
- c) Support the country office Cash Transfer Unit in drafting programme monitoring and evaluation reports when required
- d) Consolidate different data sources such as KoBo registration surveys, RapidPro surveys, payment records in CashAssist, post-distribution monitoring (PDM) surveys and other monitoring data (such as market monitoring, grievance and feedback data, etc.) for the purpose of data analysis and data comparison, including longitudinal comparisons.

## **4) Data Protection Standards**

- a) Ensure that personal data management workstream is aligned with UNICEF Data Protection Policy
- b) Coordinate with HQ technical counterparts to ensure:
  - Data Protection Impact Assessments (DPIA) are carried out with appropriate frequency on supported programmes
  - UNICEF partners are trained on Data Protection and Responsible Data for Children principles
  - UNICEF CSO and private sector partners comply with relevant data protection legal tools such as Non-Disclosure Agreements
  - Timely implementation of DPIA recommendations
  - Timely arrangement and signature of Non-Disclosure Agreements (NDAs) with UNICEF's implementing partners, financial service providers and other entities who will require access to personally-identifiable information on UNICEF Spot check and ensure quality of data stored in HOPE and in other digital platform for the case of programmatic non personal data

## **5) Support implementation of Cash transfer programmes and incentives payment:**

- a) Contribute to the implementation of all Cash transfer initiatives including incentives payment and management of internal and external procedures
- b) Ensure that UNICEF's corporate and DRC based SOPs are implemented,
- c) Contribute to the Cash+ and Social Protection program design process,
- d) Support the Cash Unit with attending and organizing field missions
- e) Conduct any other tasks as required.

## **6) Data Processing and Analysis**

- a) Cross-check the collected data against national databases (e.g., civil registries, social protection systems) to confirm eligibility;
- b) Identify and remove duplicate records to ensure that each beneficiary is counted only once;
- c) Detect possible errors or fraud sources, correct inaccuracies and inconsistencies in the beneficiaries data;
- d) Manage the integration of data from multiple sources, such as health, education, or taxation systems, to provide a comprehensive view of beneficiaries;

- e) Standardize data formats to enable seamless integration across cash transfer platforms;
- f) Link beneficiary data with financial service providers for fund disbursement;
- g) Manage timelines and ensure that payments are made on time (payment schedule).

#### **IV. Impact of Results**

- Risk informed project plans reflect Data Protection risks and mitigation measures
- Beneficiary personal data are stored and maintained up to date to ensure timely delivery of cash assistance to recipients
- UNICEF Data Protection Policy and Information security standards are upheld

#### **V. Competencies and level of proficiency required**

##### **Core Values**

Care, Respect, Integrity, Trust, Accountability and Sustainability

##### **Core Competencies**

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

#### **VI. Recruitment Qualifications**

Education:	A university degree in one of the following fields is required: Social Sciences, International Relations, Government, Public Administration, Public Policy, Social Policy, Social Development, Community Development, or another relevant technical field.
Experience:	2 years of professional work experience in data or humanitarian program/project management experience, including with multiple stakeholders. Experience in emergency contexts desirable.
Knowledge and skills:	<ul style="list-style-type: none"> <li>• Experience in implementing humanitarian cash transfers programme</li> <li>• Experience in beneficiary data system for humanitarian cash transfer at field level</li> <li>• Experience in business operation environments with a proven track record of interfacing with multiple stakeholders (internal and external) and successful project completion</li> <li>• Experience in working with UN agencies or NGOs (UNICEF experience preferred) at interagency level</li> <li>• Detailed knowledge of the project lifecycle and fluency in project management methodologies</li> <li>• Experience collaborating across multiple functions and working with operational subject matter experts, technical resources and architecture teams.</li> <li>• High motivation, and dedication to deliver results within strict timeframes.</li> </ul>
Language Requirements:	Fluency in French is required. Knowledge of English is an asset.