TERMS OF REFERENCE
(FOR Temporary Appointments)

unicef

UNICEF- BCO: TERMS OF REFERENCE (TOR)
Job Title and Level: Social and Behaviour Change – Information Management and Report Officer
Section: Social and Behaviour Change
Duration: 364 days (1st December 2022 to 29 November 2023)
Duty Station: Cox's Bazar
Reports to: SBC Specialist - OIC

1. Purpose of Assignment:

UNICEF is part of the UN wide Humanitarian response to the Rohingya Refugees and the host community in Cox's Bazar since the influx of Rohingya's from Myanmar in August 2017. To date over 900,000 Rohingya refugees from Myanmar are residing in 33 camps in Cox's Bazar District, regarded as one among the world largest refugee settlements. Social and Behaviour Change (SBC) is part of the Humanitarian response committed to community-based interventions and programmes in the Refugee humanitarian response and host population.

UNICEF is committed to results-based management to strengthen its ability to deliver and demonstrate results for children within the Rohingya crisis response. Guided by the Joint Response Plan (JRP), Humanitarian Action for Children (HAC) and Core Commitments for Children (CCC) in humanitarian action, UNICEF works with partners to ensure that the situation of children and women is monitored and analyzed; a system for performance monitoring is established and functional with a focus on accountability to the affected population; and that humanitarian action is regularly assessed against Core Commitments for Children, policies, guidelines and UNICEF quality and accountability standards.

Given the scope and scale of community interventions in SBC, the post holder will support evidence generation with focus on behavioral data, including monitoring, evaluation, and information management of SBC portfolio of UNICEF Cox's Bazar Field Office (FO). The purpose is to ensure that the SBC plans and strategy are informed by social and behaviour insights related to the Humanitarian context, and there is system in place to monitor and verify SBC programming aligned with the overall monitoring plan in the Field Office and ensure that reliable and timely data and information is available for programme planning and evaluation purposes.

The Information Management and Report Officer, under the direct supervision of SBC Team Lead and in close collaboration with SBC team members will provide technical and coordination support in evidence generation, data management and reporting including regular follow-up with partners.

2. Major duties and responsibilities:

2.1	**Strengthen Information management of SBC programme**
	• Improve and maintain the comprehensive field monitoring system for SBC section
	• Support SBC team in designing, testing, and rolling out online data collection tools for programme monitoring, rapid assessments in programme implementation.
	• Manage day-to-day operation of the field monitoring system, including troubleshooting of the online system as required. Provide technical support to third-party monitors as required.
	• Review the process of monitoring targets, indicators, and report in accordance, using existing M&E frameworks and integrate with the overall office wide programming.
	• Undertake and oversee regular field monitoring and evaluation visits with programme staff to ensure technical compliance and timely execution of projects vis-à-vis approved plans and baselines.

2.2	**Support data collection and analysis from Information hubs and implementing partners through the different online applications (KOBO, ONA, ODK), in collaboration with PME sections.** • Support SBC section in preparation of Sitreps to ensure compliance with humanitarian programme indicators and objectives. • Regular compilation of monitoring reports to be systematically updated in the online monitoring system in coordination with program officers, PMR section and the involved programme teams. • Prepare, conduct, and facilitate programme evaluations and other accountability reports as required, including analysis and provide recommendations based on the findings. • Assist in preparation of donor reports and proposals in compilation of the partner's monthly, quarterly reports to inform the progress and gaps • Designing infographic sheets, technical qualitative and quantitative data presentations for internal and external stakeholders.
2.3	**Data collection, compilation, and analysis** • Support behaviour monitoring in implementation of SBC interventions to improve the uptake of services and monitor track in adoption of positive behaviours. • Analyze field monitoring results and report the findings to sections as well as management for decision-making purposes. Provide inputs as required into key documents and presentations. • Support gap analysis at field level for the programme and sector, including through verification and support for information disaggregated by age and sex, disability, and vulnerable groups. • Establish a data verification mechanism
2.4	**Setting up & maintain U-Reporting platform:** • Adapt and introduce an offline version of U-Report for use in Rohingya camps in coordination with the Innovation Specialist and work with U-report team based in Dhaka. • Support the functioning of the Offline U-Report system and U-Report Bangladesh website through Facebook page, SMS • Prepare poll questions, send out regular polls key messages and results to U-Reporters based on poll calendar, also during various mass mobilization campaigns, monsoon preparedness etc. • Conduct consultation with adolescents and UNICEF's Implementing partners on the modality for soliciting adolescents' participation through U-Reporting. • Work with UNICEF's partners to set up the U-reporting platform, collect data through the platform and produce regular report. • Organize and conduct training of implementing partners on U-Report; • Work with the CP & SBC section to use the U-reporting outcomes to produce short advocacy briefs based on the views expressed by adolescents through the U-reporting platform

3. **QUALIFICATION and COMPETENCIES (indicates the level of proficiency required for the job.)**

EDUCATION & OTHER SKILL: A university degree in one of the following fields is required: Social Science, Anthropology, Planning, Monitoring and Evaluation, Information management/Technology, Statistics/Computer Science, Economics, Research or another related fields**.**

WORK EXPERIENCE: Previous experience in humanitarian response especially in a monitoring or information management capacity. Strong knowledge and experience in managing databases and Strong knowledge of Excel, ODK, KOBO and other mobile data collection. Mapping and infographics skills. A minimum of 1 year of experience with either the UN and/or NGO. Work experience in L2/3 humanitarian emergency is desirable.

LANGUAGE PROFICIENCY: Fluency in English (verbal and written). Good written and spoken skills in the language of the humanitarian operation and knowledge of another UN language an asset. Knowledge of Rohingya or Chittagong languages is considered as an asset.

COMPETENCIES/SKILLS: UNICEF foundational/functional competencies	
Core Values ▪ Care ▪ Respect ▪ Integrity ▪ Trust ▪ Accountability	**Functional 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)

Child Safeguarding Certification
(to be completed by Supervisor of the post)

Child Safeguarding refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF's work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

1.Is this position considered as "elevated risk role" from a child safeguarding perspective? * If yes, check all that apply below.	☐ Yes	☒ No
2a. Is this a Direct* contact role?	☐ Yes	☒ No
2b. If yes, in a typical month, will the post incumbent spend more than 5 hours of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel. *"Direct" contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.	☐ Yes	☒ No
3a. Is this a Child data role? *:	☐ Yes	☒ No
3b. If yes, in a typical month, will the incumbent spend more than 5 hours manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos) * "Personally-identifiable information", in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a "child data role".	☐ Yes	☒ No
4. Is this a Safeguarding response role* *Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations	☐ Yes	☒ No
5. Is this an Assessed risk role*?	☐ Yes	☒ No

The incumbent will engage with particularly vulnerable children[1]; or Measures to manage other safeguarding risks are considered unlikely to be effective[2].	

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[1] Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No 'baseline' vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training).

[2] i.e. the role-risk will be compounded by other residual risks.