

# TERMS OF REFERENCE

(FOR Temporary Appointments)



<b>UNICEF-BCO: TERMS OF REFERENCE (TOR)</b>	
<b>Job Title and Level: Information Management Officer (NOB)</b>	
<b>Section: Cox's Bazar Field Office - Emergency Coordination</b>	
<b>Duration: 364 days</b>	
<b>Duty Station: Cox's Bazar, Bangladesh</b>	
<b>Reports to: Programme Specialist – INTPA Coordinator</b>	
<p><b>1. Purpose of Assignment:</b>            The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does—in programmes, advocacy, and operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential.</p> <p>Since 2017 in Cox's Bazar, the UNICEF Cox's Bazar field office under the UNICEF Bangladesh Country Office (BCO) has provided vital humanitarian and emergency response to the Rohingya refugee crisis - one of the largest and fastest-growing humanitarian catastrophes in recent times. More specifically through the partnership with the European Union Commission (INTPA), UNICEF has been implementing a multi-year year programme "Building Rohingya refugee and Host Community's Resilience in Cox's Bazar" for the past four years to support efforts to address systemic changes required not only to lessen the dependency on humanitarian aid in Cox's Bazar District but also to complement and strengthen existing local development efforts. The project takes an innovative, integrated approach to improve access to essential services for the refugee and host communities across four key areas: nutrition, water, sanitation, and hygiene (WASH), education and child protection, and expects to benefit over 478,000 children and families both in refugee camps and in the host community.</p> <p>Based in Cox's Bazar with frequent visits to the Rohingya camps and Bangladeshi communities, the Information Management Officer (IMO) is expected to support the overall coordination of the EU-supported project with a focus on the collection, triangulation, collation, and analysis of data from the government and implementing partners and monitor activities – including the identification of gaps and bottlenecks. The incumbent will, in collaboration with UNICEF programme sections, lead the capacity building of implementing partners on information management systems, data collection and data triangulation and visualizations, pursue evidence generation and knowledge product development of innovative results, as well as support them to pursue process innovations in information management systems to facilitate decision, planning and monitoring of interventions for children and women.</p>	
<p><b>2. Major duties and responsibilities:</b> Under the direct supervision of the Programme Specialist – INTPA Coordinator, the incumbent may be assigned the primary, shared, and contributory accountabilities for all or part of the following areas of core duties and key end results.</p>	
1.1	<p><b>Information and Knowledge Management for Programmes.</b> Contribute to overall achievements of the Cox's Bazar Field Office by leading information and knowledge management for the EU-funded project through providing professional assistance in data collection, verification, analysis and visualization, and complete and accurate reporting; serve as a Knowledge Management and Knowledge Product Development focal for the EU project in knowledge management working groups, particularly on evidence generation in the area of emergency preparedness and response, including but not limited to documentation and dissemination of lessons learned, development of project factsheets, identification of knowledge gap and the development of training and orientation material for UNICEF and partners.</p>

	<p>Support data collection, analysis, and triangulation as well as create data visualizations of INTPA-supported programmes with a view to provide strategic recommendations driven by data to help inform efficient and effective programming and operational decisions.</p> <p>Ensure effective evidence generation and knowledge management, facilitate process innovation and surveys/assessments/evaluation of INTPA-supported programmes, and strengthen information sharing to enhance efficient planning and implementation of activities.</p>
1.2	<p><b>Partnership, Coordination and Collaboration.</b> Maintain close collaboration with INTPA focal points (both internal UNICEF and external partners) including monitoring the contact database for overall streamlined project coordination; support facilitation of partnership and collaboration with internal and external counterparts, including those of the UN agencies, donors, national partners and government counterparts, in order to improve the ability to collect and disseminate humanitarian and development data, information exchange on programme/project status and implementation progress; establish and maintain linkage to the country/regional/HQ Programme Knowledge Networks to ensure the availability of current and accurate programme data.</p> <p>Provide support to Sections and partners in the development and production of evidence-based knowledge products and data management tools, such as generation of factsheets/maps and databases for beneficiaries.</p> <p>Contribute to identifying lessons learned and best practices from critical interventions and analyze their implications for ongoing programmes and projects. Support the team and partners to systematically document them.</p>
1.6	<p><b>Programme Monitoring, Evaluations and Reporting.</b> Undertake field programmatic visits to monitor and assess programme implementation; track the progress of planned activities and targets in all thematic areas supported by the EU and provide recommendations on corrective actions; collaborate and support in the preparation of evaluations and follow-up actions including periodic status updates for senior management.</p> <p>Provide support for evidence generation in accountability to affected populations (AAP) and cross-sectoral programme such as gender, persons with disabilities (PWD) inclusion, DRR and climate change adaptation, and women/girls' empowerment in INTPA-supported programmes.</p> <p>Develop gender-sensitive/responsive monitoring and reporting system framework as well as work closely with PMR to analyze and evaluate data to ensure compliance and achievement of programme objectives and recommend corrective actions when necessary to meet programme/project objectives.</p> <p>Facilitate and monitor the publication of new and evolving knowledge-relevant products and disseminate them amongst the INTPA partners, ensuring the exchange and sharing of experiences, lessons learned, best practices, and new methods.</p>
1.7	<p><b>Networking and Capacity Building for National Government.</b> Represent UNICEF in meetings with government authorities and with donors; identify gaps and areas of UNICEF's potential technical assistance to government authorities; supports in planning and organizing capacity-building training for government and national partners to enhance programme quality and sustainability; support the CFO Office in coordination activities with local authorities and organization of events, donor visits and VIP visits, including all logistics under the assigned projects.</p>

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

**EDUCATION & OTHER SKILLS:**

- Advanced university degree in computer science or information systems/technology and statistics.

**WORK EXPERIENCE:**

- 2 years of work experience in information and knowledge management, including 1 year with either the UN and/or NGO. Experience in humanitarian programming in a refugee context is a strong asset
- Experience in conceiving and developing information systems and tools to respond to a variety of requirements (ideally with ONA, KOBO)
- Experience in mapping (with software such as ARCGIS)
- Experience in producing visualization tools and dashboards (using Tableau or PowerBI)
- Strong knowledge of and experience in using GIS and databases. Experience with Open Data Kit and mobile data collection an asset

**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 are considered a strong asset

**COMPETENCIES/SKILLS: UNICEF foundational/functional competencies**

**Values**

- Care
- Respect
- Integrity
- Trust
- Accountability

**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.

<p>1. Is this position considered as "elevated risk role" from a child safeguarding perspective?*</p> <p>If yes, check all that apply below.</p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>2a. Is this a Direct* contact role?</p> <p>2b. If yes, in a typical month, will the post incumbent spend <u>more than 5 hours</u> of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.</p> <p><i>*"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.</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p>
<p>3a. Is this a Child data role? *:</p> <p>3b. If yes, in a typical month, will the incumbent spend <u>more than 5 hours</u> manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos)</p> <p><i>* "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".</i></p>	<p><input checked="" type="checkbox"/> Yes      <input type="checkbox"/> No</p> <hr/> <p><input checked="" type="checkbox"/> Yes      <input type="checkbox"/> No</p>
<p>4. Is this a Safeguarding response role*</p> <p><i>*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</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>
<p>5. Is this an Assessed risk role*?</p> <p><i>*The incumbent will engage with particularly vulnerable children<sup>1</sup>; or Measures to manage other safeguarding risks are considered unlikely to be effective<sup>2</sup>.</i></p>	<p><input type="checkbox"/> Yes      <input checked="" type="checkbox"/> No</p>

<sup>1</sup> 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).

<sup>2</sup> i.e. the role-risk will be compounded by other residual risks.