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<tr><td></td><td>UNITED NATIONS CHILDREN'S FUND
JOB PROFILE</td></tr>
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I. Post Information

Job Title: **WASH Information Management Officer**	Job Level: **NOA**
Supervisor Title/ Level: **WASH Specialist/ Cluster Coordinator (P3)**	Job Profile No.:
	CCOG Code:
Organizational Unit: **WASH**	Functional Code:
Post Location: **Maputo, Mozambique**	Job Classification Level: **Level 2**

II. Organizational Context and Purpose for the job

Mozambique is a country prone to several risks of both man-made and natural disasters such as conflicts and tropical storms, as well as outbreaks of cholera.

Conflict in the north of Mozambique, and in particular Cabo Delgado, has displaced more than a million people and this number continues to rise with ongoing random attacks. Pre-conflict, WASH infrastructure and service coverage for Cabo Delgado were limited, a situation that as of 2023 has become even more of a challenge with an estimated coverage of water supply (45%)[1], sanitation (21%)[2], and hygiene services (56%)[3]. An estimated 85% of schools lacked adequate access to WASH. Under normal circumstances, populations face challenges to reliable access to safe basic WASH services, with the conflict there are additional strains on the system.

As of August 2023, an estimated 850,599[4] people are still displaced and 571,468 returned to their homes[4]. These sudden movements of people add pressure to already fragile WASH infrastructure. Consequently, there is not only restricted or entirely insufficient access to meet the minimum WASH standards set by the Government of Mozambique but also the potential for tension or conflict between IDPs and host communities.

Cholera is endemic in Mozambique and outbreaks have been reported in the country nearly every year during the summer rainy season (October to April), mainly in Nampula, Cabo Delgado, Sofala and Tete provinces. However, the current outbreak started in September 2022, and escalated quickly in 2023. It has affected every part of the country in 2023 and continues to report higher case numbers than in previous years. Since the first cholera case was reported in September 2022, in Niassa province, 37,000 cases were reported until November 2023.

The Ministry of Health reports that 45% of health facilities in the country lack basic access to water[5]. In conflict areas, these water-related illnesses are additional stressors to populations already experiencing inadequate and life-threatening shortages of safe water, basic sanitation, and critical hygiene services. The WASH Cluster prioritizes and targets its response by analyzing data on access to basic services, proportions of displaced people, and the risk or occurrence of AWD and cholera. Specific vulnerabilities faced by women

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[1] Instituto Nacional de Estatistica – INE 2023.

[2] Instituto Nacional de Estatistica – INE 2023.

[3] WHO/UNICEF Joint Monitoring Programme (JMP) 2021.

[4] DTM Round 19. August 2023

[5] SARA 2018 Inventário Nacional, Ministério da Saúde (MISAU), República de Moçambique

and girls as well as people with disabilities in accessing water points and sanitation services is an overlaying factor that guides the implementation of our WASH interventions.

The WASH cluster operates under the leadership of UNICEF (as Country WASH cluster Lead) with the provincial department of infrastructure as the lead government agency at the provincial level and the National Directorate of Water at the national level. WASH cluster meetings are being held regularly at national level to coordinate WASH humanitarian interventions among partners as well as assisting the government on overall sector humanitarian response coordination. The WASH cluster is also currently active at provincial level in Zambezia and Cabo Delgado. National WASH cluster is providing technical support for all provincial clusters. In addition, inter-cluster coordination meetings have also been organized at the provincial level to share information and ensure coordination across sectors. Besides its WASH cluster coordination lead role, UNICEF's programmatic response includes all the above emergencies, with a large number of Project Cooperation Agreements, for which monitoring, and information management is critical to ensure appropriate implementation of UNICEF mandate to deliver humanitarian WASH.

Job organizational context:

The WASH Information Management Officer is based in the Maputo office. The position supports the national cluster and the subnational clusters as needed. The position reports to a WASH Specialist/ Cluster Coordinator (P3) for general guidance and direction.

Purpose of the job: UNICEF WASH Section is looking for a staff to support the WASH emergency information management in Mozambique. This position is based in Maputo. In coordination with government authorities, and in line with national agreed strategies and prioritization, the Information Management Officer will provide leadership and facilitate for WASH information management between humanitarian actors at national and provincial level. Methodology will include the liaison with WASH partners (Government, NGOs) and other humanitarian coordination actors (including OCHA/HC-RC and other clusters' IMO) for development and update of information management products related WASH sector response plans, needs assessments, gap analysis and monitoring updates. Similarly, for the UNICEF WASH programmatic response interventions, to provide IM support on the monitoring of WASH activities reported under Project Cooperation Agreements

III. Key function, accountabilities, and related duties/ tasks

The post holder is responsible for supporting the information management function to enable the effective functioning of the Cluster, and the achievement of the core cluster functions, throughout the Humanitarian Programme Cycle to facilitate a timely and effective Cluster response.

The postholder's main tasks and responsibilities will include but not be limited to:

Coordination and representation
- Contribute to the effective roll out and monitoring of the core cluster functions and to the Humanitarian Programme Cycle (HNO, HRP and CCPM),
- Support the Cluster IM function and coordinate with others within the function to ensure effective communication, reporting and engagement,
- Actively engage with other IMs through relevant IMWGs, including participating in the Cluster IMWG and representing the Cluster on the inter-cluster IMWG,
- Promote harmonized and coordinated approaches to IM across partners, Clusters and OCHA.

IM function support
- Implement or support an IM strategy and data collection and analysis plan that take into account the information needs of stakeholders and that are compliant with standards and protocols for ethical data and information management,

- Implement regular secondary data reviews and primary data collection including designing questionnaires using appropriate tools,
- Conduct data processing including organizing, cleaning, triangulating, evaluating, and validating the data,
- Analyze data to meet identified information needs of Cluster members and other stakeholders,
- Disseminate information and information products through appropriate channels,
- Maintain and ensure the accessibility of a common and shared secure storage system,
- Gather feedback on IM products and use to make improvements.

Needs assessment and analysis
- Working collaboratively with other members of the Cluster, contribute to the planning and implementation of needs assessment and analysis, including joint assessments and analysis, as requested,
- Collect information on economic needs, markets, and price monitoring to support the equal consideration and use of all programme delivery modalities (in-kind, cash, voucher and services),
- Work with Cluster/ Sector/ Working Group participants to identify information gaps, agree and implement ways to bridge those gaps by providing technical support to partners,
- Analyze needs assessment data to provide required information for the HNO including estimating People in Need (PIN),
- Contribute to the comparison and alignment of joint needs analysis findings with other Clusters and participate in developing reports.

Strategic response planning
- Implement partner presence mapping,
- Contribute to strategic planning, response prioritization and the development of the HRP or other response plans as relevant, including the formulation of objectives, indicators and targets, prioritizing response modalities and activities, identifying and quantifying inputs and the curation of data.

Resource mobilization
- Monitor and analyze the Cluster's financial situation and support financial tracking,
- Support and advocate with Cluster partners for financial reporting on the Financial Tracking Service (FTS),
- Support evidence-based advocacy and resource mobilization by providing accurate, relevant, and timely data, information and information products.

Implementation and monitoring
- Implement and maintain a Cluster monitoring plan and associated databases, including a response monitoring (5Ws) database,
- Ensure the Cluster monitoring plan, and 5Ws include programme delivery modalities (in-kind, cash, voucher and services),
- Support Cluster members to contribute timely and quality periodic monitoring reports on Cluster and OCHA platforms,
- Support monitoring in the areas of information flows, dissemination, processing, analysis, and dissemination,
- Contribute to quantitative and qualitative gap and coverage analysis to identify spatial and temporal gaps, overlaps and coverage of the Cluster humanitarian response,
- Monitor adherence to relevant sector quality standards, regulations, and codes.

Operational peer review and evaluation
- Participate in the annual cluster coordination performance monitoring exercise and annual review,
- Contribute to sectoral and broader humanitarian evaluations.

Accountability to affected people
- Be accountable to affected populations by encouraging the meaningful participation of affected people, maintaining an effective feedback mechanism and handling complaints appropriately, by ensuring data about the most vulnerable is systematically collected and analyzed, and by encouraging partners to work accountably,
- Ensure the inclusion of cross cutting issues (age, child protection, disability, gender, gender-based violence (GBV) mitigation and response and HIV & AIDS) in Cluster data collection, analysis, and dissemination,
- Adhere to child safeguarding and PSEA policies including procedures for challenging and reporting incidents.

Strengthen national and local capacity
- Support or implement actions to strengthen local and national leadership and capacity by encouraging participation of local and national actors in the IM activities of the Cluster and providing support to partners to overcome technical and operational challenges in participating in IM activities,
- Implement an IM capacity assessment and capacity development plan for Cluster partners.

IV. Impact of Results

The WASH Information Management Officer supports the IM function within the Cluster, providing better visibility and clarity on needs and gaps, enabling evidence-based and targeted decision-making, fundraising and advocacy, and contributing to an effective Cluster. As an essential part of the coordination function, effective IM contributes to the predictability and accountability of humanitarian action, in line with the aims of the cluster approach and IASC principles, and ensures that the humanitarian response is well-coordinated, strategic, adequate, coherent, effective and builds the resilience of the affected population. This also contributes to maintaining and enhancing the credibility and ability of UNICEF to fulfil its commitments as Cluster Lead Agency, in line with the CCCs.

V. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles)

Core Values
- Care
- Respect
- Integrity
- Trust
- Accountability

Core Competencies
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with Others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drives to Achieve Impactful Results (2)
- Manages Ambiguity and Complexity (2)

IM Competencies
- Applies Humanitarian Principles, Standards and Guidelines (1)
- Applies Key WASH Concepts and Tools (1)
- Operates Safely and Securely (1)
- Demonstrates Commitment to a Coordinated Response (1)
- Promotes Cooperation and Collaboration (1)
- Demonstrates Accountability (1)
- Promotes Inclusion (1)
- Provides Reliable Support to the Cluster (1)
- Collects, Collates and Analyses Relevant Data (1)
- Handles and Stores Data Efficiently and Sensitively (1)
- Communicates and Disseminates Information (1)
- Monitors the Response (1)
- Strengthens National Capacity to Respond and Lead (1)

VI. Recruitment Qualifications	
Education:	A Bachelor degree and/or vocational training on these fields is required: Information Management or Information Systems, GIS Information Technologies, Computer Science, Statistics, Social Sciences or another subject area relevant to Information Management or to the Cluster or 3 years progressively responsible IM humanitarian work experience with UN and/or NGO, including at least 2 years of specific work experience as a Cluster IMO may be considered as a replacement for formal qualifications.
Experience:	At least 3 years progressively responsible humanitarian work experience with UN and/or NGO, including IM relevant to the wash cluster Experience of demonstrating strong information management skills in a professional context is essential for this post.

	Experience in a humanitarian context is required, with experience of working in the humanitarian coordination system considered an added advantage.
Language Requirements:	Fluency in Portuguese and English are required. Knowledge of other languages is considered an asset.

VII. Technical requirements

The post holder must demonstrate good knowledge and skills in the following areas:

Humanitarian architecture, cluster approach and core functions
- Key process and features of the humanitarian programme cycle (HNO, HRP and CCPM), the humanitarian reform process and the transformative agenda, the Humanitarian-Development Nexus and the Grand Bargain Commitments,
- IASC Guidance Note on Strengthening Participation, Representation and Leadership of Local and National Actors in IASC Humanitarian Coordination Mechanisms, IASC Results Group 1 on Operational Response, (2021),
- IASC Reference Module for Cluster Coordination at Country Level (2015),

Humanitarian principles, standards and guidelines
- Core Commitments for Children in Humanitarian Action, (2020), UNICEF,
- The Sphere Handbook, (2018), Sphere,
- Core Humanitarian Standard on Quality and Accountability, (2014), CHSA,
- Accountability to Affected Populations: The Operational Framework, (2013), IASC,
- Availability, Accessibility, Acceptability, Quality (AAAQ) framework: A tool to identify potential barriers in accessing services in humanitarian settings, (2019), UNICEF,
- Statement on the Centrality of Protection in Humanitarian Action, (2013), IASC,
- Special Measures for Protection from Sexual Exploitation and Sexual Abuse, (2008)
- Guidelines for Integrating GBV Interventions in Humanitarian Action, (2015), IASC.

WASH specific knowledge and skills
- WASH Minimum Commitments for the Safety and Dignity of Affected People, (2016
- GWC Coordination Toolkit, (2020), Global WASH Cluster,
- Inter-sectoral linkages with key sectors including Health (including public health, disease control and epidemiology); Nutrition; Education; Shelter and, in particular, Urban Shelter,
- Key concepts, minimum standards, key actions and indicators for water supply, sanitation and hygiene promotion as identified in the Sphere Handbook
- Key programming interventions and relevant data sets in WASH technical areas of water, sanitation, hygiene, how these areas link together and how they vary according to context, emergency typology and phases of the HPC,
- Relevant local and contextual knowledge of risk and vulnerability factors including those linked to gender and gender identity, disability and age,
- WASH coordination platforms and networks including national humanitarian coordination platforms,
- WASH sector response plans.

IM technical knowledge and skills
- Data planning skills including:
  - Developing and implementing an IM strategy and data collection and analysis plan.
- Data collection skills including:
  - Conducting SDR using appropriate platforms and tools such as DEEP (the humanitarian secondary data review & analysis platform) or Excel,
  - Designing and implementing primary data collection.

- Data processing skills including:
  - Knowledge of data protection best practices, standards and protocols, regulations and legislation.
- Data analysis and management skills including:
  - Aggregating data from multiple sources using a variety of tools such as Excel, CSV, SQL, KoBo, APIs etc.
  - Analysing data to create information useful for strategic decision-making,
  - Creating and maintaining databases using MS Excel, MS Access or other databases.
- Communication skills including:
  - Presenting information clearly in accurate and accessible information products,
  - Designing and creating static and data dynamic visualizations and dashboards using MS Power BI, Tableau, Adobe Illustrator, InDesign and MS Office,
  - Creating basic and advanced maps using GIS and map-making packages such as ArcGIS, MapInfo, QGIS, and the Adbobe creative suite,
  - Storing, publishing and disseminating products through various channels such as Power BI's online service,
  - Website management skills.
- Gathering and actioning feedback on IM processes and products.