Terms of Reference for Temporary Appointment[[1]](#footnote-1)

Title: Humanitarian Information Management Officer (IMO)

Level: NOB

Duration: 364 days

Section/duty station: MENARO, Humanitarian Section, Amman, Jordan

Background:

For 70 years, UNICEF has been working on the ground in 190 countries and territories to promote children's survival, protection, and development. The world's largest provider of vaccines for developing countries, UNICEF supports child health and nutrition, good water and sanitation, quality basic education for all boys and girls, and the protection of children from violence, exploitation, and AIDS. UNICEF is funded entirely by the voluntary contributions of individuals, businesses, foundations, and governments.

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in 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, without discrimination, bias, or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic, and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education, and protection of a society’s most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Job organizational context:

The post is in the UNICEF Regional Office for the Middle East and North Africa (MENARO) in the Humanitarian Section. The MENARO Humanitarian Section responds to humanitarian needs across the region, including Level 3 emergencies. The post is supervised by the Reports Specialist.

Purpose:

Since 2011, the Middle East and North Africa (MENA) region has undergone a dramatic transformation. What was once a middle-income region, where UNICEF was implementing mostly upstream work, has now become the region with the greatest concentration of humanitarian needs in the world, ongoing emergencies, and many countries that are facing protracted conflicts as well as civil unrest and/or political transition.

UNICEF response has grown substantially across the country offices (COs) to keep pace with the increasing needs across the Region. The UNICEF COs across MENA, including those mentioned are responding to large humanitarian caseloads, managing large budgets, with significant implications on their data collection/management, analysis, reporting responsibilities and MENARO oversight. The scale of the

emergencies in MENA demands high volume and quality data/information processing, analysis and subsequently reporting.

Each of the UNICEF Country Offices (COs) in the affected countries has a different level of information management (IM) capacity and needs, so continued robust IM capacity is required from the Humanitarian Section in the MENA Regional Office (MENARO). Some COs may also require surge support which the IMO will need to respond to.

IM in a coordinated emergency response improves the capacity of stakeholders in analysis and decision-making through strengthened information/data collection, compilation, analysis and dissemination both within UNICEF and with the sectors. Furthermore, IM can support emergency coordination, early recovery, and resilience activities. Spatial analysis, mapping and data visualization are important decision-making tools.

Fundamental to the job is the ability to present information in a way that is easily understood by UNICEF operational managers and technical partners. There are a range of options for visualization including tables, graphs, charts, maps, infographics and narratives. It is important that the IM Officer can also discuss information directly with the decision makers to analyze and interpret findings.

The IM Officer will support the Humanitarian Section at MENARO to ensure quality information/analysis is available for managers across the range of the IM cycle.

Responsibilities and Tasks:

1. Develop regular IM products and support the development of key reports/presentations:
	* Visualize data on UNICEF humanitarian program implementation across region and introduce other creative means for data visualization that present information in way that is easily understood by various stakeholders.
	* Support the UNICEF lead cluster/sector teams in MENARO to develop regular information products.
	* Meet with existing sector IMOs/Monitoring and Evaluation Officers (M&EOs) (i.e. WASH, nutrition etc) to identify existing and future information management products (regular, ad hoc) and develop in collaboration with those stakeholders.
	* Produce a quarterly update on humanitarian needs and UNICEF response in a PowerPoint format by collecting data from various sources to update source files, analyzing data using descriptive stats, visualizing results by creating graphs, charts and maps and drafting talking points.
	* Develop infographics to be included in reports and presentations.
	* Provide technical advice and support regarding look and feel of layouts of various reports.
	* Create basic template to track products and solicit buy-in.

1. Update and enhance the MENA Humanitarian Data Repository:
	* Harmonize humanitarian performance monitoring (HPM) table indicators across countries, based on various UNICEF MENARO and CO documents as well as global standards.
	* Develop an analysis plan for both sector and cross-sector analysis.
	* Identify additional data layers (e.g. population movement flow, access) for contextualization.
	* Update or restructure source files for existing dashboards.
	* Work with ICT to migrate/host MENA Humanitarian Data Repository in the Humanitarian Section’s Enterprise Content Management (ECM).

1. Update and enhance internal humanitarian monitoring tools:
	* Analyze existing MENA humanitarian action tracker and identify opportunities for improvement and implement suggested changes (eg by using KoBo xls form to enter action items, link/update status in Trello as task manager and create source files for dashboard)
	* Visualize outcomes of action tracker in Power BI.
	* Develop other humanitarian monitoring tools.

1. Validate and document PiN (People in Need), CiN (Children in Need) and UNICEF targeting methodology for each CO:
	* Support the Planning & Monitoring Specialist with the validation of CO’s calculations of PiN, CiN, UNICEF targets and budgets within CO Humanitarian Action for Children (HACs), Humanitarian Needs Overviews (HNOs) and Humanitarian Response Plans (HRPs).
	* Document methodology of calculations for all COs and provide guidance to COs who need support.

1. Provide support to and build capacities of country offices:
	* Work with CO focal points and counterparts to support them with requests related to but not limited to data collection, analysis and development of information products.
	* Provide capacity building remotely or in-house to UNICEF staff within COs on a variety of topics related to but not limited to data collection, analysis and development of information products.
	* Travel to COs to provide technical support in house if requested.

1. Perform any other tasks as required by the supervisor and/or Management.

Impact of Results:

The post will ensure that UNICEF has capacity in place to accurately collect and analyze data and report on the humanitarian situation and response in a timely, comprehensive, and quality manner. High quality data analysis and reporting ensures that UNICEF adheres to accountabilities to external and internal stakeholders, and that UNICEF is well placed to mobilize resources to continue the scale, scope, and quality of humanitarian interventions across the MENA region. The efficiency and efficacy of the incumbent will facilitate the UNICEF humanitarian response by acting as a key knowledge management resource both within UNICEF and with external partners.

Minimum Qualifications and Competencies:

* + University degree, preferably in a relevant field such as geographic sciences, humanitarian affairs, Information Technology, Information Systems, Engineering, or Communications is required.
	+ A minimum of two year of progressively responsible professional experience in data analysis information management, management of database and geographic sciences is required. Including field work experience, and familiarity of working in a humanitarian context.
	+ Fluency in English is required. Fluency in Arabic would be an asset.

Technical Competencies:

* + Strong understanding of logical framework approach and different types of indicators (baseline and output especially), a basic understanding of the project cycle management (especially monitoring and evaluation steps).
	+ Good understanding of the IASC, humanitarian approach, humanitarian reform, transformative agenda, and roles of each humanitarian actor, UNOCHA, Clusters, organizations.
	+ Proactively establish and maintain working relations and share ideas through information management networks and promote synergies with other organizations.
	+ Diplomatic skills and able to establish excellent working relations with partners to collect information.
	+ Ability to perform several tasks in a timely manner with a focus on quality.
	+ Excellent knowledge of MS Excel or MS Access; proven technical expertise for managing data capture and storage, for analyzing diverse datasets, and presenting information in understandable maps, tables, charts, graphs, and reports; knowledge of establishing and managing basic websites; proven skills in using map-making packages, data visualizing (e.g., Tableau, Power BI, GIS software), web design and software development are an asset.

Competency Profile:

 Core Values (Required) Core Competencies (Required)

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| --- | --- |
| * Care
* Respect
* Integrity
* Trust and
* Accountability
 | * Builds and maintains partnerships.
* Demonstrates self-awareness and ethical awareness.
* Drive to achieve results for impact.
* Innovates and embraces change.
* Manages ambiguity and complexity.
* Thinks and acts strategically
* Works collaboratively with others
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1. AI2016-005 notes that for TA Job descriptions / terms of reference, existing Generic Job Profile (GJP) shall be used as a basis for determining the level and requirements of the function. Where no GJP applies, detailed terms of reference describing the work to be performed shall be written. This template serves for that purpose. [↑](#footnote-ref-1)