**UNITED NATIONS CHILDREN'S FUND
(GENERIC) JOB PROFILE**

I. Post Information

Job Title: **IM Officer (CP AoR and Edu Cluster)**	Job Level: **Level 1**
Supervisor Title/ Level: **CP AoR Coordinator and Education Cluster Coordinator (L3)**	Job Profile No.:
	CCOG Code:
Organizational Unit: Field Operations	Functional Code:
Post Location: **Country Office**	Job Classification Level:

II. Organizational Context and Purpose for the job

Humanitarian action is of fundamental importance to UNICEF and encompasses interventions aimed at saving lives, alleviating suffering, maintaining human dignity, and protecting the rights of affected populations wherever there are humanitarian needs, as well as interventions addressing underlying risks and causes of vulnerability to disasters, fragility and conflict. UNICEF's humanitarian action is guided by the Core Commitments for Children in Humanitarian Action (CCCs) which set organizational, programmatic and operational commitments and benchmarks against which UNICEF holds itself accountable for the coverage, quality and equity of its humanitarian action and advocacy and which are mandatory for all UNICEF personnel.

Furthermore, UNICEF is committed to support humanitarian coordination through the cluster approach. Introduced as part of the humanitarian reform, the cluster approach, aims at ensuring clear leadership, predictability and accountability in international responses to humanitarian emergencies by clarifying the division of labor among organizations and better defining their roles and responsibilities within the different sectors involved in the response. As a member of the IASC, UNICEF work along with national and local stakeholders (including national and local authorities, CSOs, and communities) to support humanitarian coordination and to improve the collective impact of humanitarian response. Whether the cluster approach is activated or not, UNICEF plays a key role in both global and country-level interagency coordination for its areas of programmatic responsibility. As Cluster Lead Agency (CLA) for Nutrition, WASH, Education (co-led), and Child Protection Area of Responsibility (AoR) within the Protection Cluster, UNICEF is committed to fulfil the core functions defined by the IASC when the clusters are activated or when UNICEF is asked to support sectoral coordination.

A well-run AoR/ Cluster/Sector coordination team, including Information Management (IM), is a formal deliverable of the Cluster Lead Agency and forms a part of the agency's work. The IM Officer (supporting CP AoR and Education Clusters) is a core member of both coordination teams.

Job organizational context: The **IM Officer (CP AoR and Edu Cluster)** will be based in a National Cluster/ Sector/ Working Group providing support also to subnational coordination

mechanism. The position reports to the Child Protection Spec AoR Coordinator and the Education Cluster Coordinator.

Purpose of the job: Under the overall direction and guidance of the Child Protection Spec AoR Coordinator and the Education Cluster Coordinator, the IM Officer (CP AoR and Edu Cluster) will manage the IM function of both coordination groups at national level as well as provide support to all subnational coordination groups as agreed with the Cluster/AoR Coordinators. They are responsible for ensuring IM processes effectively contribute to a well-coordinated, strategic, adequate, coherent, and effective response by participants in the AoR/ Cluster/Sector/ Working Group that is accountable to those who are affected by the emergency. In their effort to enable an efficient and effective response to the humanitarian crisis, the IM Officer (CP AoR and Edu Cluster) is responsible for managing the collection, analysis and sharing of information that is essential for the national AoR/ Cluster/Sector/ Working Group participants to make informed, evidence-based, strategic decisions and for ensuring they are adequately coordinating with the national level.

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 AoR/ Cluster/Sector/ Working Group at the national level, and the achievement of the core cluster functions, throughout the Humanitarian Programme Cycle in order to facilitate a timely and effective AoR/ Cluster/Sector/ Working Group response.

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

Coordination and representation
- As a member of the coordination team, contribute to the effective roll out and monitoring of the core cluster functions (as outlined by the IASC Reference Module) and to the Humanitarian Programme Cycle (HNO, HRP and CCPM),
- Support the AoR/ Cluster/Sector/ Working Group 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 AoR/ Cluster/Sector/ Working Group IMWG and representing the AoR/ Cluster/Sector/ Working Group on the inter-cluster IMWG as relevant at national level,
- Promote harmonized and coordinated approaches to IM across partners, AoRs/ Clusters/ Sectors/ Working Groups and OCHA.

IM function support
- Implement an IM strategy and data collection and analysis plan at national level that take into account the information needs of stakeholders and that are compliant with standards and protocols for ethical data and information management and that is aligned with the national level strategy and plan,
- 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 national AoR/ Cluster/Sector/ Working Group members and other stakeholders,
- Create accurate, quality and timely information products that are in line with agreed style guides,
- 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 AoR/ Cluster/Sector/ Working Group at national and sub-national level, 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) as relevant at sub-national level,
- Work with nationalAoR/ Cluster/Sector/ Working Group participants to identify information gaps, agree and implement ways to bridge those gaps by providing technical support to partners,
- Analyse 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 AoRs/ Clusters/ Sectors/ Working Groups and participate in developing reports as relevant at nationallevel.

Strategic response planning
- Implement partner presence mapping at national level,
- 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 national AoR/ Sector/ Working Groups' financial situation and support financial tracking,
- Support and advocate with AoR/ Cluster/Sector/ Working Group 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 national AoR/ Cluster/Sector/ Working Group monitoring plan and associated databases, including a response monitoring (3/4/5Ws) database that is in line with and contributes to national level databases,
- Ensure the national AoR/ Cluster/Sector/ Working Group monitoring plan, and 3/4/5Ws include programme delivery modalities (in-kind, cash, voucher and services),
- Support national AoR/ Cluster/Sector/ Working Group members to contribute timely and quality periodic monitoring reports on AoR/ Cluster/Sector/ Working Group 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 national AoR/ Cluster/Sector/ Working Group humanitarian response,
- Monitor adherence to relevant sector quality standards, regulations and codes at national level.

Operational peer review and evaluation
- Participate in the annual cluster coordination performance monitoring (CCPM) 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, disability, gender, gender-based violence (GBV) mitigation and response and HIV & AIDS) in AoR/ Cluster/Sector/ Working Group 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 national AoR/ Cluster/Sector/ Working Group 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 national AoR/ Cluster/Sector/ Working Group partners.

IV. Impact of Results

The IM Officer (CP AoR and Edu Cluster) supports the IM function within the AoR/ Cluster/Sector/ Working Group at national level, providing better visibility and clarity on needs and gaps, enabling evidence-based and targeted decision-making, fundraising and advocacy, and contributing to an effective AoR/ Sector/ Working Group. 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
- 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)
- Drives to Achieve Impactful Results (1)
- Manages Ambiguity and Complexity (1)

IM Competencies

- Applies Humanitarian Principles, Standards and Guidelines (1)
- Applies Key CPiE 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 and Local Capacity to Respond and Lead (1)

(See the CP AoR and Education Cluster Competency Framework for Information Management for more information on the IM Competencies.)

VI. Recruitment Qualifications	
Education:	A university degree in one of the following 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 AoR/Cluster/Sector/ Working Group. Formal training in AoR/ Cluster/ Sector/ Working Group Information Management or an advanced university degree are considered an added advantage.
Experience:	A minimum of one year of professional experience in information management, data management, geographical information systems, assessments, situation analysis and/or PM&E with the UN and/or NGO is required. Experience in demonstrating strong information management skills in a professional context is essential for this post. Experience in a humanitarian context is required. Experience working in the humanitarian coordination system is considered an asset. Extensive work experience outside the humanitarian sector which is relevant to this post may be considered in lieu of humanitarian experience.
Language Requirements:	Working level English and Fluency in Spanish are required. Knowledge of other official UN 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),
- IASC Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response (2006).

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,
- Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief, (1994), ICRC,
- Accountability to Affected Populations: The Operational Framework, (2013), IASC,

- Principles of Partnership: A Statement of Commitment, (2007), ICVA,
- 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), Secretary General Bulletin,
- Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, (2015), IASC.

IM technical knowledge and skills

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