

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The UNHCR Data Transformation Strategy 2020-2025 envisions that by 2025 UNHCR becomes a trusted leader on data and information related to refugees and other persons of concern (POC), thereby enabling actions to protect and to empower them. The Strategy invests in four complementary priority areas: data management and governance; information systems; capacities and skill development; and culture for evidence-informed decision-making. The Data Transformation Strategy also includes UNHCR's forward learning action plan on digital identity and the importance of strengthening a trusted and secure digital platform to facilitate protection and solutions, assistance delivery and the inclusion of POCs in State systems and their increased access to services.

The Senior Registration and Identity Management Officer (SRIMO) will function under the direct supervision of the Head of the Registration and Biometrics Unit, Digital Identity Unit or Development and Support Unit in the Digital Identity and Registration Service of the Global Data Service (HQs) or the (Senior) DIMA Coordinator where applicable or other staff as delegated, preferably to Senior Protection or Registration staff in the Section, Bureau or Country operation¹. The incumbent manages and oversees UNHCR's registration, identity management-and digital identity related activities in the region or country.

The SRIMO coordinates closely with registration operations, Bureau and advises on identity management of POCs, and will support, monitor and advise on registration or enrolment-related activities, whether conducted by UNHCR, partners or Governments. S/he is responsible for ensuring that registration/enrolment activities in the region/ country follow global registration and identity management practices, policies, standards and guidance and will also advocate for the strengthening of human resource capacity building in the areas of registration, identity management and digital identity. The position supports the operationalization of identity management and digital identity strategies such as the inclusion of refugees and asylum-seekers into host States' population registers and digital identity systems and the registration of birth, marriages, deaths and other vital events of forcibly displaced persons in the host Government's civil registries. The incumbent will also ensure that identity management systems and practices are actively leveraged to support all UNHCR activities, including identification of specific needs, targeting and delivery of assistance, support to protection intervention, fraud mitigation and response, data protection, case management and conduct of durable solution processes.

The incumbent will also support digital identity activities (including contributing to standard setting, pilots, projects or programmes) with the aim of increasing the trust in the identity credentials of POCs to increase access to humanitarian assistance, protection, solutions and public and private sector services (including connectivity and financial services) whilst ensuring the appropriate protection of their privacy and personal data. The SRIMO must also ensure there is reliable data and analysis relating to POCs' registration, identity management and digital identification at global, regional and country levels (as appropriate) including for strategy development and monitoring and evaluation.

¹ The accountabilities and duties described in this Job Description are also applicable for positions in multi-country offices.

The SRIMO is a key custodian of UNHCR's refugee registration, identity management and assistance delivery systems, which include global, regional and country applications (as relevant and applicable), biometrics systems and offline solutions. S/he supports field operations with alignment of registration and case management standard operating procedures to global refugee registration systems applications, guidance and digital identity technical standards. As delegated, the SRIMO may assist with strategy development and implementation, negotiation and discussions related to granting access to or sharing of personal data with partners and external systems. The SRIMO liaises with relevant technical counterparts on technical troubleshooting and management in refugee registration and case management systems in close coordination and collaboration with the relevant entities at country, regional and global levels.

The SRIMO promotes the implementation and interoperability between UNHCR's digital registration and identification systems and third parties' digital identification systems, including those of governments, partner humanitarian organisations and private sector systems, as appropriate.

The incumbent coordinates closely with registration operations in the Field as well as other SRIMO in Bureaux and the Global Data Service to promote regional and global consistency in practices relating to registration, identity management and digital identification. The SDIRO also works closely with Government, key UN and international organizations, NGOs and partners to establish the parameters for UNHCR's support in registration, identity management and digital identity activities.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

4. Duties

- Oversee the design, implementation and monitoring of registration/enrolment, identity management and digital identity strategy/ies for populations of concern in compliance with global and regional protection and inclusion objectives and priorities, ensuring that global standards are met, and appropriate methodologies, tools and technologies are implemented.
- Advise and provide technical support to staff on planned registration, identity management and digital identity activities.
- Respond to field requests for technical support and capacity building in emergency and ongoing displacement situations, including development of registration, identity management and digital identity strategies, logistical planning, budgeting and resource management.
- Promote the prioritisation of registration, identity management and digital identity in operations across the region/ country during the Annual Programme Review and emergency response.
- Develop and disseminate specific operational guidance, instructions and capacity-development initiatives, in accordance with policy and guidance disseminated by the Global Data Service in headquarters.
- Design appropriate procedures and systems for assurance of quality registration data and conduct regular data quality and audit checks to monitor the accuracy of data collected, as well as developing processes systems for identification and prevention of registration and identity fraud.
- Provide support for maintenance of global refugee systems, including technical capacity-development and support to internal and external users, partner access management and adjudication considerations as may be required.
- Support the country team to establish and strengthen internal digital identity, registration and identity management capacity and/or that of government counterparts to manage registration, identity management and digital identity programmes and maintain population data.
- Advocate with and support government authorities to establish and strengthen fair and efficient registration and digital identification procedures and systems and that POCs' identity documents or credentials are recognised for the purposes of accessing humanitarian, public and private sector services
- Establish linkages with key partners to implement appropriate case and data management approaches for efficient, accountable and standardized targeting and delivery of assistance and other programming and protection needs.
- Support the negotiation and operationalization with government and UN partners related to interoperability of external digital identification systems with UNHCR digital refugee registration and identity management systems.
- In close coordination and collaboration with relevant entities at the country, regional and headquarters levels liaise and actively engage with government, humanitarian and development actors, and the private sector to promote the inclusion of refugees and asylum-seekers into host States' population registers and digital identity systems and the registration of birth, marriages, deaths and other vital events of forcibly displaced persons in the host Government's civil registry. This can include promoting the inclusion of POCs in national development programs related to strengthening Civil Registration and Vital Statistics systems, national population register or digital identification systems.
- Support the collection of reliable data and the availability of effective analysis relating to POCs' registration, identity management and digital identification at global, regional and country levels (as appropriate) including for the purposes of strategy development and monitoring and evaluation.

- Monitor, document and report on registration, identity management and digital identification activities at the regional/ country level, and report on the impact of support interventions.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

Field(s) of Education

<i>Law;</i>	<i>Development;</i>	<i>Social Sciences;</i>
<i>Information Technology (with focus on Database development,</i>	<i>Geography;</i>	<i>Data Management and Analysis;</i>
<i>Demography;</i>	<i>Humanities;</i>	<i>Political Science;</i>
<i>Business Administration;</i>		<i>Statistics;</i>
<i>or other relevant field.</i>		

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Certification Programme – International Protection (CP-IP)
HCR protection Learning Programme
Training on Emergency Registration
Operations Data Management Learning Program

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Strong understanding of the principles and concepts of international protection and UNHCR, including Guidance on Registration and Identity Management and the Policy and Guidance on the Protection of Personal Data of Persons of Concern. Strong team-building, managerial, planning, coordination and representation skills. Familiarity with planning, programming, strategic planning, project development, budgeting and resource mobilization. Experience in process re-engineering (process redesign, process transformation, or change management). Experience working with partners, including host and donor Governments, humanitarian and development partners.

Desirable

Technical expertise in registration, identity or biometric management systems. Experience with UNHCR's PRIMES applications. Demonstrated understanding of civil registration, national identity management or digital identification systems (including population registries) and digital identity technical standards. Demonstrated knowledge of UNHCR and interagency policies, standards, programmes and operations. Experience of devising data collection and analysis.

Functional Skills

**PR-Civil Registration*
**PR-Individual Case Management*
PR-Protection related guidelines, standards and indicators
DM-Data collection methodologies
DM-Data Management

(Functional Skills marked with an asterisk* are essential)

Language Requirements

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Empowering and Building Trust

Judgement and Decision Making

Leadership

Managing Performance

Managing Resources

Strategic Planning and Vision

Cross-Functional Competencies

Analytical Thinking

Technological Awareness

Planning and Organizing

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.