

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, thereby enabling actions to protect and to empower persons of concern. The Strategy stipulates investing in four complementary priority areas: data management and governance; information systems; capacities and skill development; and culture for evidence-informed decision-making. The strategy envisages data and information management functions in UNHCR carried out in a complementary and inter-linked manner between Headquarters Divisions and Services, Regional Bureaux, Country Operations <sup>1</sup> and key external partners, including persons of concern.

Under the supervision of the Snr DIMA Coordinator/Head of Service/ Deputy Director or Deputy Representative or other designated manager, the Senior Information Management Officer is responsible for coordinating and supporting information and data management activities in the relevant offices, as well as supporting the activities in other offices and Divisions. Within the team working with data and information management issues, they are key to leading and motivating their team of data and information management staff at the global/ regional/ country level; to facilitate coordination among staff working on information and data management activities in the relevant locations; and to function as a liaison with divisions, field and partners on data related issues.

Information and data management staff are responsible for coordinating, planning, supporting and delivering on data and information activities for all UNHCR operational contexts, responses and populations of concern, including providing coordination and leadership in partnerships on data with all stakeholders including persons of concern. They serve the entirety of UNHCR staff and activities, including protection, programme, operations, external relations and executive management for evidence-informed planning, advocacy, and coordination. They are key in ensuring multi-stakeholder, multi-sector, and multi-country activities are provided with robust and meaningful data and information to support planning, funding and advocacy efforts. This includes both internal and external assessments, regional and country-based planning and monitoring activities such as the COPs, GCR implementation, RRP, HNOs, HRPs, and Cluster Plans.

Information and data management covers the assessment, design, implementation and evaluation of data and information management related activities. This includes assessment of the information landscape; definition of information and data needs; design of data and information activities, including data collection, analysis, storage and dissemination; implementation of data and information management activities; and monitoring and evaluation of data management activities. The focus is largely operational and protection data and analysis - but not exclusively as IMO activities can involve back office data such as HR and Financial as well - related to support results-based planning, monitoring and reporting implemented by UNHCR and by its partners.

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

Depending on if they are located in HQ, regional or country offices, the role of the data and information management staff is to provide the necessary quality assurance and technical support for the full range of the data and information management and analysis activities to countries and regional offices; to ensure these processes are in accordance with technical standards for data and information management; and to undertake regional or country data and information management (definition, collection, analysis, storage and dissemination) activities. In addition they are responsible for coordinating HQ and external support to the country and regional offices, to liaise with relevant bodies on relevant matters; to monitor the quality of data and information management activities in country/regional or HQ; to design and implement global, regional or country-based data strategies and systems; to ensure data and information activities are implemented in accordance with data privacy policies, global data sharing agreements and data protection regulations; to communicate the status, value and importance of data; to provide the data, information and analysis needed for global analysis; and to identify risks and opportunities based on insights derived from data.

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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

### **Coordinate data and information management activities at the Regional/Country or HQ level**

- Lead and/or support the relevant data and information management team and activities.
- Design or contribute to the development and implementation of information management strategies and systems.
- Communicate the status, value, and importance of data and information.
- Provide support to development and compliance with standard, norms and policies related to data and information management.
- Support the collection, storage, management and protection of data by global, regional and country offices.
- Support consolidation of data systems, including the interoperability of operational data and systems.
- Ensure consistency of data and results for country, global and regional analysis.
- Identify risks and opportunities based on insights derived from data.
- Liaise with HQ/regional/country, external and internal partners on data and information management efforts and mechanisms, including OCHA, IOM, WFP, UNICEF and national and regional institutions.
- Lead or take part the relevant information and data (internal and external) on refugee and related issues.
- Improve data quality through field support, capacity building, monitoring and feedback.
- Ensure and promote data security, data protection and responsible data-sharing.

### **Support offices with data and information management**

- Support data management activities such as surveys, secondary data reviews, targeting and vulnerability assessments, indicator definition, population data, profiling, analysis, GIS, data visualisation, maps, official statistics and other data and information management activities.
- Support the analysis of primary and secondary data for interpretation and evidence-informed decision making.
- Monitor the quality of data and information management activities in country and regional offices for integrity, veracity, reliability and credibility as well as compliance with standards and norms.
- Analyse needs and capacities for data management activities and provide recommendations for meeting gaps.
- Provide training support to regional offices and operations.
- Support assessments and situational analysis process with analytical frameworks, data collection, and analysis (standards, methodologies).
- Support planning process (standards, methodologies) quality assurance and technical advice on Theories of Change and indicators, as well as with data management and analysis methods.
- Support monitoring by providing quality assurance and technical advice to the monitoring methodologies, data collection and analysis.
- Review and assess country or region-specific data systems and needs, recommend and support accordingly.

### **Undertake data and information management activities at the Regional/Country or HQ level with other relevant staff**

- Lead technical components of data management activities (definition of needs, data collection, analysis, storage and dissemination)
- Provide and recommend tools and systems needed for information and data management activities.
- Provide information and data management coordination products such as 3Ws, joint analysis frameworks, data and information dissemination platforms.
- Consolidate country and regional data and information for country, regional and global analysis including comparative analysis and socio-demographic trends and situational analysis for country, regional or RRP plans.
- Take part in country or regional planning processes (COPs, regional RRP, regional migration response plans, etc.).
- Analyse trends concerning changes at the outcome and impact levels.

- Develop internal and external information management products such as indicators, templates, maps and dashboards.
- Ensure data is curated and stored in data registries and libraries in accordance with standards.
- Ensure data is used in accordance with the defined purposes.
- Lead or support geospatial analysis, statistical analysis, targeting, surveys, indicator definition and other data management activities.
- Provide population movement tracking systems and other population data systems.
- Support solutions for meeting 'communication with communities' information and data needs.

**Work in close collaboration with**

- All staff to further data literacy and assist in interpretation the data.
- Registration staff regarding the use of individual and personally identifiable data collected or managed by UNHCR.
- Programme staff on the data and information aspects of assessment, targeting and monitoring (three most data driven aspects of the OMC).
- Cluster coordinators and partners on data and information needs in UNHCR-led cluster operations, including HNO and HRP processes.
- Inter-agency staff on the development, coordination and monitoring of responses plans.
- Protection staff on the design, implementation and analysis of protection and case monitoring systems;
- Operations coordinators and reporting officers on the design and delivery of data and information management products for internal and external consumption;
- Sectors technical experts on the methodologies, formats, storage and dissemination of sectoral data and information, including cross sector analysis.
- Senior management to understand and serve their information and knowledge needs.
- 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>Geography; Statistics; Engineering;</i>	<i>GIS; Demography; Economics;</i>	<i>Information Management; Data Science; Computer Science;</i>	<i>Social Science; Physical Science; or other relevant field.</i>
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(Field(s) of Education marked with an asterisk\* are essential)

#### Certificates and/or Licenses

*Not specified.*

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

#### Relevant Job Experience

**Essential**

7 years in information management, data or statistical field, 5 years in international context, 3 years in humanitarian or development situation. Experience with data sharing, data management and data analysis to support policy formulation and implementation.

**Desirable**

Knowledge of national and international statistical systems; knowledge of international protection, human rights and international humanitarian law; experience in data collection and analysis in field situations; knowledge of GIS and geospatial systems and techniques.

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## **Functional Skills**

*DM-Data collection methodologies*  
*DM-Data Management*  
*DM-Database Design & Development*  
*MS-Data Collection Analysis*  
*DM-Metadata Creation & Management*  
*MS-Statistics Analysis*  
*DM-Open Source Software & Data*  
*DM-Population census and econometrics*  
*DM-Protection Data Management Systems*  
*DM-ArcGIS (Geographic SP-Topographic Surveying Information System)*  
*SP-Mapping Software*  
*DM-Cartographic Skills*  
*SP-Design tools such as Global Positioning System (GPS)*  
*PR-Cluster Information Management Tools, Resources and Approaches*  
*PG-Needs Assessment and Response Analysis*  
*DM-Data governance, quality assurance and preservation*  
*DM-Data Interoperability*  
*DM-Data science methodologies*  
*DM-Development of and revision of data standards*  
*DM-Qualitative data analysis*  
*DM-Quantitative data analysis*

(Functional Skills marked with an asterisk\* are essential)

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## **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.***

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## **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*  
*Strategic Planning and Vision*

### **Cross-Functional Competencies**

*Analytical Thinking*  
*Innovation and Creativity*  
*Stakeholder Management*

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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.

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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.