Job Description Form

1. Job Type | Standard

2. Job Information

Title	Information Management Officer

Functional Group - Level 1	3	**Grade**	P3/NOC
Functional Group - Level 2	3.3	**Job Code**	001769/N01769
Functional Group - Level 3	3.3.a	**CCOG Code**	1.A.05
Functional Clearance Required	Yes		

FOR EXPERT POSITIONS ONLY

Position Number		**Location**	
Supervisor Position Number			
Supervisor's Title		**Supervisor Grade**	choose an item

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 and key external partners, including persons of concern.

Under the direct supervision of the (Snr) DIMA Coordinator/Deputy Director/Head of Service/Representative/Senior IMO or other designated manager, the Information Management Officer is responsible for coordinating and supporting data and information management activities in the relevant offices, as well as supporting and overseeing data and information management activities in the relevant country[1] and regional offices.

They are either part of or responsible for leading and motivating a team of data and information management staff in the regional office (depending on regional office configuration); to ensure coordination among staff working on information and data management activities in the regional office; and to function as the liaison with Headquarters on data related issues.

Information and data management staff are responsible for coordinating, planning 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, CRRF, RRPs, HNOs, HRPs, and Cluster Plans.

Information and data management covers the assessment, design, implementation and evaluation of data and statistical 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

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

data along with financial and HR data related to assessment, planning, monitoring and evaluation. This is the data, information and analysis needed to deliver robust and comprehensive assessments and evaluations, and to support results-based planning, monitoring and reporting implemented by UNHCR and by its partners.

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 process 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 data and statistical 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.

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 Country /Regional/Global level
- Participate in the relevant data and information management team and activities.
- Contribute to the design and implement data strategies and systems.
- Assist the data team and others communicate the status, value, and importance of data.
- Support the collection, storage, management and protection of data in the region/country or at the global level.
- 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, including cross border analysis and response.
- Identify risks and opportunities based on insights derived from data.
- Support the coordination with HQ, external and internal partners on data and information management efforts and mechanisms, including OCHA, IOM, regional economic commissions and other institutions with statistical or data interests, UNICEF, and WFP.
- Lead or take part the relevant IM networks (internal and external) on refugee, IDP, stateless and related issues.
- Improve data quality in the region/county or globally through field support, capacity building, monitoring and feedback.
- Support data security, data protection and responsible data-sharing.

Support offices with data and information management support (if Global or Regional)
- Provide technical guidance on methodologies, and support for data management activities such as surveys, secondary data reviews, targeting and vulnerability assessments, indicator definition, population estimation, profiling, statistical analysis, predictive analytics, big data, international recommendations, 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.
- Support the monitoring of data and information management activities in the relevant offices for integrity, veracity, reliability and credibility and compliance with policies.
- Document needs and capacities for data management activities.
- Provide technical and training support to 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 and statistical analysis
- 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; provide recommendations for solutions.
- Undertake data and information management activities:
- Lead and undertake data management activities (definition of needs, data collection, analysis, storage and dissemination)
- Lead and undertake geospatial analysis, statistical analysis, targeting, surveys, indicator definition and other data management activities.
- Consolidate data and information for analysis.
- Support analysis for comparative country, regional and global analysis, including political and socio-economic trends.
- Take part in planning processes (COPs, regional RRP, regional migration response plans, etc.).

- Support cross-country assessment and situational analysis, such as in regional RRP situation.
- Undertake the analysis of trends concerning changes at the outcome and impact levels.
- Develop information management products such as indicators, templates, maps and dashboards.
- Help ensure data is curated and stored in data registries and libraries in accordance with standards.
- 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 P3/NOC - 6 years relevant experience with Undergraduate degree; or 5 years relevant experience with Graduate degree; or 4 years relevant experience with Doctorate degree

Field(s) of Education

Social Science;	*Statistics;*	*Information Management;*
Physical Science;	*Economics;*	*Data Science;*
Geography	*GIS;*	*Engineering;*
Demography	*Computer Science;*	*or other relevant field;*

(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
5 years in data or statistical field, 3 years in international context and/or 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.

Functional Skills
DM-Data collection methodologies
DM-Data Management
DM-Database Design & Development
MS-Data Collection and 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)

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

Cross-Functional Competencies
Analytical Thinking
Innovation and Creativity
Stakeholder Management

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.