

# Information Management Officer Profile

## **Various Locations**

### **Grade: Junior (P2), Mid (P3) and Senior (P4) Level Positions**

The United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern. It is constantly seeking talented, compassionate candidates with high-integrity to strengthen its capacity to respond urgently to crises with the right skills. Given the nature of UNHCR's work, it is essential that its workforce has the right mix of skills and qualities to fulfil its mandate. In this regard, the Information Management Unit at UNHCR is looking for talented individuals to compliment the team.

### **Typical functions may include:**

- Collate regional data, analyse identify and address IM gaps, and facilitate information sharing between countries in the region, including through the regional web portal.
- Coordinate interagency information management activities at the all level and facilitate the creation of interagency relationships and opportunities for cooperation at the country-level within the region.
- Coordinate country-based information to ensure consistency and coherence across countries in the region, including assisting country-based information management staff in identifying, collecting and providing relevant data to the Regional office, to national partners, and relevant information management products including the Web Portal.
- Work closely with the Registration Team to ensure consistency and inter-operability between registration data and other operational data sets, and consistency between regional registration and information management strategies, as well as on population statistical reporting.
- Identify new information and data requirements to support operations and partners in the region, and support country offices in gathering and sharing this information and data.
- Ensure that the information on the Web Portal serves the needs of UNHCR and the interagency humanitarian community, including those of partners as well as donors.
- Provide emergency response information management support to country operations within the region.
- Assist in the implementation of standardized information management policies, data systems and information products across offices within the country operation, including the common operational datasets and fundamental operational datasets.

- Provide Information Management support to needs assessments for all sectors (in refugee situations) and provide Information Management support to needs assessments within UNHCR-led clusters while participating in joint/harmonized needs assessments with other partners/clusters. Support operational leads in making methodological decisions about how to conduct needs assessments.
- Provide Information Management services to support monitoring activities within Sectors in a refugee emergency and to UNHCR led Clusters in IDP related emergencies; in areas of information flows, dissemination, processing, analysis, standard setting and dissemination.
- Leverage Geographic Information Systems (GIS) for map production and geographic data management while promoting data standards and harmonized management of geographic data/information.
- Provide Information Management services to support population data management activities including population estimation, information flows from established systems, movement tracking, standard-setting/promotion and dissemination.

### **General Requirements for all levels:**

- Proven skills to analyse statistical information
- Possesses Advanced Excel skills (e.g. pivot tables, functions, etc.).
- Ability to translate planning-specifications into technical briefs for data capture and analysis, and vice versa.
- Ability to compile and holistically analyze diverse datasets.
- Demonstrated information management skills.
- Demonstrated understanding of different data collection methodologies.
- Understanding of relational data theory.
- Experience in web design and software development and programming is an asset.
- Experience with relevant software such as ArcGIS, Mapinfo, SPSS, EpiInfo6, SQL Server, and/or proGres.
- Experience with HTML, PHP, ASP and/or Java is an asset.
- Excellent written and oral presentation skills.

### **Minimum Qualifications and Professional Experience Required:**

#### **For positions at the P2 level**

- Education: Degree in Computer Science, Demography, Geography, Statistics, Economics or a related fields.
- Job experience: Minimum 2 years of relevant experience with graduate degree (equivalent of a Master's), 3 years with undergraduate degree (equivalent of a BA/BS) in data management, statistics, analysis, information technology and administration.
- Assist in the implementation and operationalization of the country/operation-specific Information Management strategy.
- Liaise with sector leads and UNHCR sector experts to identify GIS needs and develop appropriate GIS products according to the defined standards.
- Manage the response and prioritization of requests for map products and services by different sectors and unit.

- Produce a set of standardized maps for sector working group, the Inter Agency and other UNHCR Unit
- Maintain and support the set standards for operational, geographical and population data to be used throughout the Area of Responsibility (AOR), maintain and distribute standards to IM officers and others working with operational data in the AOR, including partners
- Languages: Proficiency in English is required.

### **For positions at the P3 level**

- Education: Degree in Computer Science, Demography, Geography, Statistics, Economics or a related fields.
- Job experience: Minimum 5 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 6 years with undergraduate degree (equivalent of a BA/BS) in data management, statistics, analysis, information technology and administration.
- Ability to formulate IM-related technical requirements and Operating Procedures.
- Identify and obtain the needed data and information elements required to produce standardized information products and design and manage respective data/information collection plans for baseline and context-specific data.
- Work with regional and country based reporting and public information officers in preparation of internal and external updates.
- Support the promotion of data and information sharing within the humanitarian community as well as the adoption of global data standards, and where appropriate, the establishment of country-specific regional common data standards.
- Design and implement a structured dissemination plan for all information products and services as appropriate (e.g. web portal, mailing list, information centres, etc.) including the definition of standard operating procedures for clearing information products for release.
- Provide information management training to UNHCR and partner staff as needed.
- Coordinate needs assessments across all sectors (in refugee situations) and coordinate needs assessments within UNHCR-led clusters and participate in joint needs assessments with other partners/clusters. Support operational leads in making methodological decisions about how to conduct needs assessments.
- Languages: Proficiency in English is required.

### **For positions at the P4 level**

- Education: Degree in Computer Science, Demography, Geography, Statistics, Economics or a related fields.
- Job experience: Minimum 8 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 9 years with undergraduate degree (equivalent of a BA/BS) in data management, statistics, analysis, information technology and administration.
- At least 5 years of combined field and/or headquarters experience in international organizations (e.g. UN agencies, INGOs, IOs, bi-lateral cooperation agencies, etc.), in an inter-governmental organization, such as the UN).
- Prepare and maintain a regional IM strategy, in consultation with the country offices concerned. The strategy must include the internal management of information within

UNHCR including; document management, flows of information and discovery of data/information within UNHCR.

- Set standards for operational, geographical and population data to be used throughout the region, maintain and distribute standards to IM officers and others working with operational data in the region, including partners
- Demonstrated ability for leadership in the context of partnership building and consensual decision-making.
- Languages: Proficiency in English and knowledge of a second UN language (Arabic/ Chinese/French/Russian/Spanish) at B2<sup>1</sup> is required.

**To apply, please visit:** [International vacancies](#).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

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<sup>1</sup> See <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>, the Common European Framework of Reference for Languages (CEFR).