**Duty Station:** CITY, COUNTRY  
**Position title:** National Information Management Officer – Shelter/NFI Cluster COUNTRY  
**Grade:** NOB or equivalent

**Organisational context:**

Under the overall supervision of the Shelter/NFI Cluster Coordinator and the direct supervision of the Shelter/NFI Information Management Officer, the National Information Management Officer will be providing information management support to the Shelter/NFI Cluster in COUNTRY, specifically aimed at increasing the effectiveness of the response.

Timely and accurate information is integral to successful coordination of humanitarian action. The National Information Management Officer is responsible for assisting in the production and dissemination of information on the shelter and NFI response in COUNTRY, in order to facilitate delivery and monitoring of assistance, undertake gap analysis and determine priorities.

The incumbent operationalises data standards developed at global or national level, trains cluster partners as needed and compiles data and analyses information relevant to the shelter and NFI response. S/he also supports the cluster coordination team and cluster partners in such matters as choosing indicators for monitoring and operationalising the cluster strategy.

**Functional statement:**

1. Identify the relevant information requirements of the cluster coordination team and cluster partners as well as other key partners (OCHA, relevant clusters and local authorities) in the shelter and NFI response, and encourage information sharing among all stakeholders.
2. Assist in the implementation and operationalisation of the cluster strategy for COUNTRY through effective managerial and lateral relations as well as teamwork.
3. Develop an information management component for the cluster strategy if this is not in place yet.
4. Ensure that the cluster coordination team has access to robust systems for file storage and e-mail.
5. Develop and/or operationalise country-specific common data standards together with relevant clusters and OCHA and promote the standards with cluster partners.
6. Compile, aggregrate and analyse data and information elements required to produce standardised information products and implement or support data/information collection plans for baseline and context-specific data on for instance remaining shelter needs or quality of NFI assistance provided to date.
7. Support the cluster in the analysis of processed data and information and perform data quality and consistency control.
8. Train cluster partners and other key partners on the use of cluster information management products as needed. In addition, train cluster partners and other key partners on data collection, data analysis, data visualisation and protection of sensitive data as needed.
9. Facilitate the analysis of information between relevant clusters if relevant.
10. Support and leverage geographic data for map production and use in geographic information systems (GIS).
11. Share cluster data with partner agencies and maintain cluster information management products (website, contact list, activity reporting, operational presence, gap analysis and factsheets) at agreed frequencies and in relevant languages.
12. Regularly engage and represent the Shelter/NFI Cluster in the Information Management Working Group, feeding back to the cluster coordination team as relevant.
13. Establish contact with appropriate partner agencies when basic or special needs are identified.
14. Liaise with humanitarian stakeholders and relevant government counterparts on behalf of the Shelter/NFI Cluster as required.
15. Perform other duties as required.

**Required competencies:**

*Managerial*

1. Managing Performance
2. Judgement and Decision Making
3. Managing Resources

*Cross-functional*

1. Analytical Thinking
2. Innovation and Creativity
3. Technological Awareness

**Essential minimum qualifications and professional experience required:**

* University degree in information technology, demography, statistics, social sciences or any related area, or an equivalent combination of relevant training and experience in shelter and information management related activities in natural disaster or conflict situations.
* At least 4 years of relevant work experience (2 years with advanced university degree).
* Knowledge of the UN system and the humanitarian community, specifically with regards to inter-agency coordination and the humanitarian reform process.
* Experience in the context of partnership building and consensual decision-making.
* Excellent writing, communication and negotiation skills; ability to prepare clear and concise reports.
* Proven skills to analyse statistical information.
* Advanced Excel skills (e.g. pivot tables, functions, etc.).
* Ability to formulate IM-related technical requirements and operating procedures.
* Ability to compile and holistically analyse diverse datasets.
* Experience with handling confidential data and demonstrated understanding of different data collection methodologies.
* Very good knowledge of local language and local institutions.
* Ability to work effectively and harmoniously in a team and in the inter-agency context with colleagues from varied cultures and professional backgrounds.
* Demonstrated gender awareness and gender sensitivity.
* Excellent knowledge of English and working knowledge of another UN language.\*

\* In offices where the working language is not English, excellent knowledge of working language of duty station and working knowledge of English is required.

**Desirable qualifications & competencies:**

* Proficiency in a second official UN language is desirable.
* Knowledge of relevant shelter guidelines, standards and indicators is desirable.
* Successful participation in UNHCR’s Operational Data Management Learning Programme, Training for Information Management in Emergencies or equivalent training programmes is desirable.
* Experience in website design / content management (Drupal) is desirable.
* Experience with relevant software such as ActivityInfo, Tableau, KoBo and ArcGIS is desirable.

**Support to be provided to the National Information Management Officer:**

The Deputy Shelter Cluster Coordinator, and Global Focal Points for Coordination and Information Management will provide remote support to the National Information Management Officer as required. Other members of the Global Support Team will also provide support in their respective areas of expertise.

The country office will provide logistics and administration support to the National Information Management Officer as required.

**Timeframe:**

The duration of deployment will be for a minimum of XX months unless otherwise agreed. If additional time is required, the assignment can be extended or a replacement can be found for an additional period to be determined and subject to the availability of resources.