

Job description

REACH CCCM INFORMATION MANAGEMENT OFFICER – SYRIA

(Ref: 19/SYR/IMO01)

BACKGROUND ON IMPACT AND REACH

REACH was born in 2010 as a joint initiative of two International NGOs ([IMPACT Initiatives](#) and [ACTED](#)) and the United Nations Institute for Training and Research (UNITAR) Operational Satellite Applications Programme ([UNOSAT](#)). REACH's purpose is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts, supporting and working within the framework of the humanitarian reform process. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis, GIS and remote-sensing. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which allows particularly IMPACT to benefit from ACTED's operational support on its fields of intervention.

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Their interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Their 3,300 staff is committed in to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

We are currently looking for a REACH CCCM Information Management Officer to provide information management support to the Northeast Syria (NES) CCCM Working Group Coordinator, under the REACH Syria mission. The position is based in Amuda, Syria with frequent travel in the area.

Supervisor: NES CCCM Working Group Coordinator
Title: REACH CCCM Information Management Officer
Location: Amuda, Syria
Contract duration: 6 months
Start date: ASAP

IMPACT Initiatives

COUNTRY PROFILE

Into its ninth year of conflict, conditions in Syria remain highly volatile and marked by intense violence and limited humanitarian access. The scale, complexity, and severity of humanitarian needs in Syria extends the necessity for up to date, timely, and accurate information. Evidence-based planning and programming remains paramount to ensure that the response adequately meets the needs of the most vulnerable people and is tailored to different realities across communities and over time. However, informing operational and strategic planning remains highly challenging, as accessibility and security issues impede systematic data collection. A lack of predictable and consistent data undermines the ability of humanitarian actors to review their approach in light of the dynamic context. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has over the years grown significantly both in size and in influence as an actor in the Syria response. REACH works in opposition controlled parts of Syria and coordinates closely with OCHA, nearly all clusters, key working groups (IM and technical) within the Syria coordination system, and various NGO fora in order to identify, address, and raise awareness of key information gaps, as well as to uphold the quality of data used to inform the response.

Through these engagements, REACH has identified that the following key challenges remain: (1) the lack of a needs tracking system that brings together and shares timely and regular information on changes in needs from a variety of sources; (2) the ability to conduct coordinated large scale data collection on a more regular basis – particularly critical in the highly volatile context, and during key humanitarian milestones such as the HNO; (3) the lack information from harder to reach areas with some of the most acute needs, such as Menbij and Afrin in northwest Syria and Deir-ez-Zor governorate (4) lack of ability to quickly mobilise data collection in areas experiencing sudden escalations in conflict, due to accessibility, operational and security constraints; (5) the lack of more granular and detailed information on needs and response capacity on specific newly accessible geographic areas, such as Menbij.

Broadly speaking, REACH Syria implements assessments within four key streams:

- *Monitoring of the humanitarian situation in Syria*, through monthly assessments covering over 1,600 communities in Syria, market monitoring to track prices of goods as per the survival minimum expenditure basket (SMEB), and ad hoc rapid assessments in times of sudden escalations in conflict or natural disasters.
- *Displacement tracking*, through tracking the movement of IDPs and Returnees down to a 24-48 hour-basis, as well as monitoring the humanitarian situation inside IDP camps and informal settlements.
- *Area-Based Assessments* to support humanitarian actors in the coordination to identify key response gaps by comparing humanitarian needs data with response data, in a set locality – often one that has recently become accessible and/or that is recovering for instance from besiegement.
- *Technical support to clusters*, for example in the form of coordination and implementation of sector and multisector assessments to inform the HNO, production of thematic assessments, presentations of findings, and capacity building.

For an example of REACH Syria information products, please see below:

- [REACH Damage Atlas of Syrian Cities](#)
- [REACH: Southern Idleb and Northern Hama Rapid Needs Assessment, Factsheet - May 2019](#)
- [REACH: Humanitarian Situation Overview in Syria, March Northeast regional factsheet and Northwest regional factsheet](#)

IMPACT Initiatives

- [Syria Market Monitoring Exercise NWS, April 2019: Report](#) and [Syria Market Monitoring Exercise NES, April 2019: Report](#)
- [REACH Syria: Northeast Syria Movement Monitoring - Baseline Factsheet \(December 2018\)](#)
- [REACH Syria | CCCM: ISMI Monthly Displacement Summary, February 2019](#)

POSITION PROFILE

REACH is currently recruiting for an Information Management Officer to, under the supervision of the NES CCCM WG Coordinator, support the WG in improving and strengthening information management and coordination by enhancing the WG's information management capacity.

In order to support the humanitarian response in camps and sites in NES, an inter-agency CCCM Working Group has been established in 2019. The role of the REACH Information Management Officer (IMO) aims at improving both the overall coordination and prioritization of needs as well as the involvement of NGOs in this process. The IMO is a key member of the Working Group (WG) coordination team. In this regard, s/he is in charge of handling the implementation and management of an adequate strategy for the collection and analysis of data and information sharing, needed to ensure that the WG and its members are in a capacity to take well informed and data-based strategic decisions.

RESPONSABILITIES

The IMO will perform the following tasks:

1. Lead the setup of IM systems

- Conduct initial IM diagnoses to help identify areas and means of improvement to support the core coordination functions of the WG.
- Ensure that the coordination team has access to robust systems for file storage and e-mail. Set up online file repositories for WG documents to facilitate file management and internal information sharing across the coordination team and the partners.
- Establish and maintain WG internal and external communication system.
- Prepare WG visualization and reporting templates, including reports, presentations, WG bulletins, dashboards and operational presence maps.
- Develop and/or operationalise or enhance NES-specific common data standards together with relevant WG or sectors and promote the standards with partners.

2. Facilitate strategic planning

- Draw up an information management and sharing strategy and subsequent implementation work plan.
- Assist in the implementation and operationalisation of the strategy for NES through lateral relations as well as team work.
- Support the coordinator in defining response strategic objectives/indicators and priority activities upon needs and challenges of the CCCM sector in NES.
- Ensure linkage between camps and sites needs assessment and response analysis to facilitate humanitarian response prioritization (activities / geographical location / groups).

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3. Support assessment activities

- Identify and gather relevant secondary data on a regular basis, ensure ongoing analysis and identify information gaps.
- Lead the development of appropriate methodologies, indicators, tools and analytical frameworks to gather primary data.
- Plan and coordinate data collection, define coverage, rationalize partners' contributions to avoid overlapping, and make sure that data is collected within agreed deadlines.
- Leading data analysis and output production, including drafting of assessment factsheets, reports and other relevant information products.
- Support effective dissemination of assessment findings, by producing media contents, delivering presentations, promoting ad hoc events.

4. Implement monitoring and gap analysis

- Support in the CCCM response's monitoring plan, including a series of indicators aiming at measuring progress of the response.
- Define a detailed analysis plan covering each indicator of the monitoring plan, clarifying the type, frequency and outputs of the analysis that should be made.
- Compile, aggregate 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.
- Support and leverage geographic data for map production and use in geographic information systems (GIS).
- Share data with partner agencies and maintain information management products (contact list, activity reporting, operational presence, gap analysis and factsheets) at agreed frequencies and in relevant languages.
- Facilitate the analysis of information between WG and sectors when relevant.
- Regularly engage and represent the WG, feeding back to the coordination team as relevant.
- Establish contact with appropriate partner agencies when basic or special needs are identified.
- Liaise with humanitarian stakeholders and relevant government counterparts as required.

REQUIREMENTS

- 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 3 years of relevant work experience.
- Knowledge of the humanitarian community, specifically with regards to inter-agency coordination.
- Experience in the context of partnership building and consensual decision-making.
- Strong experience of developing and implementing IM tools and systems.

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- Proven ability to conceptualize, develop, plan monitor and evaluate IM in relation to programming, as well as to teach skills and build team capacity.
- Excellent writing, communication and negotiation skills; ability to prepare clear and concise reports.
- Understanding of different data collection methodologies and their strengths and weaknesses, to be able to assess quality/reliability of secondary sources and to advice on potential areas of improvement.
- Data management: Ability to compile, triangulate and holistically analyse diverse and large datasets.
- Experience with handling confidential and sensitive data and demonstrated.
- Ability to work effectively and harmoniously in a team and in the inter-agency context with colleagues from a variety of cultures and professional backgrounds.
- Willingness to travel up to 50% of time at short notice within Northeast Syria, resilience, stress tolerance and work under difficult conditions.
- Fluently spoken and written English is mandatory. Arabic or Kurdish an asset.
- Data capture and analysis:
 - MS Excel (Essential): Understanding of macros; Strong knowledge of statistical, conditional, and text-based functions;
 - Mapping/GIS (Familiarity): Basic understanding of geospatial data management, analysis, and map making processes.
 - Programming (Desirable): R, Python, SPSS, etc.
 - Web Design (Desirable): HTML, PHP, ASP; Basic understanding of web-based applications

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance
- Food allowance and lodging provided at the organisation's guesthouse/or housing allowance (depending on contract length and country of assignment)
- Transportation costs covered, including additional return ticket + luggage allowance
- Provision of medical, life, and repatriation insurance + retirement package