

Information Management Officer (IMO)

(Reference: 23|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 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. 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 and GIS. 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, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

We are currently looking for a REACH S/NFI Information Management Officer to provide information management support to the Northwest Syria Shelter and NFI Working Group Coordinator, under the REACH Syria mission. The position is based in Amman, Jordan.

Department: REACH
Position: Information Management Officer
Contract duration: 6 months
Location: Amman
Starting Date: ASAP

COUNTRY PROFILE

After more than a decade of conflict, conditions in Syria remain volatile and marked by violence, climatic shocks and socioeconomic deterioration. The scale, complexity, and severity of humanitarian needs in Syria extend 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. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has since grown significantly as an actor in the response.

On 6 February, two earthquakes (with magnitudes 7.7 and 7.6, respectively) hit south-eastern Türkiye causing widespread destruction and displacement across Northwest Syria. In the aftermath of the earthquakes, it is essential to have reliable information to assess the conditions of the affected areas and population. To inform

the humanitarian response, REACH is conducting a series of rapid assessments focused on the needs of the affected populations, areas of displacement, impact on markets, and basic services and infrastructure. In addition, REACH has provided continued information management support to cluster coordination.

POSITION PROFILE

REACH Syria is currently seeking an Information Management Officer to, under the supervision of the NWS Shelter/Non-Food Items Cluster Coordinator, support the cluster in improving and strengthening information management and coordination during the earthquake response through enhancing the Cluster's information management capacity.

The Shelter/Non-Food Items (S/NFI) Cluster, co-led by UNHCR and CARE, coordinates the efforts of approximately 80 member organizations in the cross-border operation. Based in Gaziantep- South Turkey, S/NFI provides cross-border assistance in north-west Syria and remotely coordinates the response.

The role of the REACH Information Management Officer (IMO) is to support information management processes regarding damage assessments, including the standardization of tools, and the collection and analysis of data. In addition, as a key member of the information management team, the IMO will support in the collation and analysis of data on priority needs from rapid needs assessments and provide technical capacity building and training to cluster data management associates.

The IMO will maintain the strictest confidentiality on all data collected and related processes, ensuring full compliance with IMPACT's data protection policy and SOPs. He/she will actively take measures to prevent the unauthorized sharing of any information and data belonging to IMPACT and its partners, or collected during his/her assignment with IMPACT.

In his/her mission, the IMO will be hosted by IMPACT's global partner ACTED and will fall under the direct responsibility and management of ACTED's Country Director and his/her delegates for all Administrative, Security, and relevant Logistics and Finance issues. S/he will therefore fully abide to ACTED's Security, Administration, and relevant HR, Logistics and Finance rules and regulations.

RESPONSIBILITIES

The Information Management Officer is responsible for the following:

Set up information management systems for data from structural damage assessments.

- Prepare WG templates for reporting structural damage assessment and related data
- Collation, cleaning and analysis of partner reported data, in close collaboration with the in-country data team.
- Prepare WG reporting outputs for damage related data including reports, presentations, WG bulletins, dashboards and operational maps.
- Contribute to the response's monitoring plan, including a series of damage assessments indicators aiming at measuring progress.
- Facilitate the analysis of information between WG and sectors when relevant.

Provide other information management support, related to structural damage assessments.

- Collation and analysis of secondary data on structural damage assessments
- Support WG in establishing a standardised process and tools for assessing damage

- Develop or enhance common data standards and promoting the standards with partners.
- Identify information gaps and coverage gaps for structural damage assessments and related data

Collation and analysis of data on priority needs from rapid needs assessments conducted by partners.

- Identify and gather relevant secondary data on a regular basis, ensure ongoing analysis and the identification of priority needs.
- Highlight information gaps regarding S/NFI priority needs.

Technical capacity building and training to cluster data management associates, such as on GIS skills.

Other tasks falling within their functions as requested by supervisors.

REQUIREMENTS

- **Academic** Excellent academic qualifications, preferably including a Master's degree in a relevant discipline, such as 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.
- **Information management:** Proven ability to develop, plan monitor and evaluate IM in relation to programming
- **Data management:** Ability to compile, triangulate and holistically analyse diverse and large datasets. Experience with handling confidential and sensitive data and demonstrated.
- **Data analysis skills.** Proficiency and proven experience with research methods including an understanding of different data collection methodologies and their strengths and weaknesses, to be able to assess quality/reliability of secondary sources and to advise on potential areas of improvement.
- **Software skills** Proven knowledge of the Microsoft Office Suite, including Word, Excel, and PowerPoint. Advanced skills in R or other statistical analysis software are an advantage.
- **Years of work experience.** At least 2 years of relevant working experience. Experience with Information Management, Monitoring & Evaluation, or assessments, in humanitarian settings is highly desirable; Experience in humanitarian cluster coordination systems or S/NFI programming is an asset.
- **Level of independence.** Proven ability to work independently;
- **Communication and drafting skills.** Excellent communication and drafting skills for effective reporting, and ability to prepare clear and concise reports.
- **Training and capacity building skills.** Ability to develop and conduct trainings related to information management processes and good practices.
- **Multi-tasking skills, and ability to work in a pressurised environment.** Ability to multitask with tight deadlines;
- **Cross-cultural work environment.** 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.
- **Knowledge of humanitarian coordination systems** is highly desirable.

- **Experience in geographical region** Past experience working in Syria or the Middle East is desirable;
- **Language skills** Fluency in English required, fluency in Arabic an asset.

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance provided in country by IMPACT's partner ACTED
- Food 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