

INFORMATION MANAGEMENT OFFICER (IMO)

Site Management Cluster

(Reference: 25|OPT|IMO01)

BACKGROUND ON IMPACT AND REACH

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 with headquarters based in Paris and presence in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which allows IMPACT to benefit from ACTED's operational support in its fields of intervention.

We are currently looking for an Information Management Officer (IMO) to support our team in the occupied Palestinian territory (oPt):

Position: Information Management Officer (IMO) Site Management Cluster

Contract duration: 6 months

Starting Date: 1 May 2025

Location: Amman, Jordan

COUNTRY PROFILE

The humanitarian situation in the occupied Palestinian territories (oPt) has reached dire levels, particularly in the Gaza Strip, where ongoing hostilities have resulted in mass displacement, the collapse of basic services, and a near-total breakdown of civilian infrastructure. With 2.2 million people affected, access to food, water, healthcare, and shelter remains critically limited. The scale of destruction and access constraints have created an environment where humanitarian needs far exceed available resources. At the same time, rising tensions and violence in the West Bank have severely impacted freedom of movement, livelihoods, and overall humanitarian conditions.

In response, IMPACT Initiatives is implementing a range of activities to support a needs-based, evidence-driven humanitarian response. This includes multi-sectoral household assessments, displacement site mapping, and market assessments across Gaza to inform coordination, operational planning, and strategic decision-making.

POSITION PROFILE

Under the joint supervision of the Site Management Cluster (SMC) Co-Coordinators and IMPACT's Research Manager, the Information Management Officer (IMO) will support the SMC in Gaza by strengthening data systems, improving information flows, and enhancing coordination and gap analysis in a rapidly changing emergency context. This role offers a unique opportunity to directly contribute to the cluster's effectiveness by supporting

evidence-based planning and coordination. The IMO is expected to engage independently with cluster partners and maintain a solid knowledge on CCCM. The position requires strong technical skills in data management and analysis, excellent coordination and communication abilities, and a flexible, solutions-oriented mindset. Given the fluidity of the context, the ability to rapidly shift priorities and manage multiple tasks is essential. An interest in humanitarian coordination and contextual developments in oPt is strongly preferred.

RESPONSIBILITIES

The Information Management Officer's responsibilities include:

Co-ordination and planning

- Support OCHA in cross-Cluster information management and analysis at the strategic level; act as the SMC Cluster focal point for country level OCHA-chaired Information Management Working Group meetings;
- Ensure the dissemination and adaptation as necessary of information management tools that meet Cluster needs;
- Ensure linkages with all Cluster stakeholders, particularly national actors, for enhanced sectoral risk mapping and gap identification;
- Provide sector-specific maps and graphics on a regular basis that aid forward planning as well as impact analysis;
- Ensure application of appropriate information technology for maintenance of SMC partner lists (e.g through GoogleGroups) and archiving of information (e.g through OCHA or other website) recognising limitations in connectivity;
- Promote the use of inter-operable technologies among SMC partners;
- Provide information outputs in the local language wherever feasible.

Monitoring and reporting

- Ensure adequate monitoring mechanisms are in place to review impact of the cluster and progress against implementation plans;
- Ensure Cluster partners provide timely, consistent and compatible data and information on needs assessment and programme monitoring for operational analysis and decision-making;
- Ensure adequate reporting and effective information sharing amongst all partners including camp/collective centre managers, other sector leads and OCHA, disaggregating data by age and gender;
- Develop simple, user-friendly SMC reporting formats in consultation with the local authorities, SMC Coordinators, Site Management organisations, camp service providers and other key stakeholders; these reporting formats should include provision for gender and age disaggregation of data and reporting on more vulnerable groups;
- Promote use of and training on the use of these reporting tools among SMC members, assistance providers and other stakeholders.

Protection Capacity

- Support and enforce data confidentiality guidelines adopted by the SMC to protect sensitive data.

The Information Management Officer will maintain the strictest confidentiality on all data collected and related processes. They 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.

REQUIREMENTS

- ❖ Excellent academic qualifications, including a Master's degree in relevant discipline (such as library or geographic sciences, including information technology and statistics), or an equivalent combination of relevant training and experience in humanitarian related activities in disaster or conflict situation;
- ❖ 2 years of relevant working experience in a humanitarian setting, such as information management, GIS, monitoring and evaluation, research design and analysis, etc.;
- ❖ Sound judgment and emotional intelligence in high-pressure or sensitive situations. Possesses strong interpersonal awareness and the ability to respond constructively to feedback and shifting priorities;
- ❖ Knowledge of the humanitarian community, specifically with regards to inter-agency coordination;
- ❖ Experience in the context of partnership building and consensual decision-making;
- ❖ 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;
- ❖ 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;
- ❖ Resilience, stress tolerance and ability to work under difficult conditions;
- ❖ Fluently spoken and written English is mandatory. Arabic an asset;
- ❖ Data capture and analysis :
 - MS Excel (Essential) : Ability to create macros; Strong knowledge of statistical, conditional, and text-based functions;
 - Web Design (Asset): HTML, PHP, ASP; Basic understanding of web-based applications
 - Mapping (Asset) : ArcGIS, QGIS, Basic understanding of geospatial data management, analysis, and map making processes.

COMPENSATION AND BENEFITS

- ❖ For this position, salary between 2'220 CHF and 2'280 CHF monthly (before income tax), etc as well as a monthly living allowance of 300 USD *NB - IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education of staff. A location-dependent security and/or isolation adjustment is then applied as a recognition that some staff are required to work in difficult places where living and working conditions are much more difficult than elsewhere.*
- ❖ Accommodation and food provided in the guesthouse.
- ❖ Enrolment in Swiss private pension fund (Swisslife – approx. 9.975% of staff gross salary), health insurance, life insurance and repatriation assistance.
- ❖ Flight tickets every 6 months & visa fees covered (in-country travel costs and professional expenses are fully covered).
- ❖ Contribution to the luggage transportation: between 20 and 100 kgs, depending on the length of the contract (+ luggage and personal property insurance)
- ❖ Annual leave of 36 days per year. Public holidays of the country of assignment.
Family/compassionate leave when applicable.
- ❖ Predeparture induction - 3 days at IMPACT Initiatives's HQ in Geneva + one week pre-departure training in ACTED HQ in Paris, including a 4-days in situ security training;
- ❖ IMPACT prioritizes the psychological safety of its staff and the health insurance provided covers, among others, up to 1000 € per year of psychosocial counselling fees.