

SENIOR INFORMATION MANAGEMENT OFFICER (IMO)

(Reference: 26|OPT|SIMO02)

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: Senior Information Management Officer (IMO) Site Management Cluster

Contract duration: 9 months

Starting Date: 24 August 2026

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 2.1 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 supervision of IMPACT's Research Manager, the Senior Information Management Officer (SIMO) will lead on the aggregation of service and infrastructure mapping from response partners across the Gaza Strip. In coordination with Acted, UNDP and UN Habitat, the SIMO will be responsible for identifying valuable service and infrastructure data from local, national and international actors as well as UN Agencies in order to provide a comprehensive overview of ongoing humanitarian programming across the Strip. This role offers a unique

opportunity to directly contribute to the response's effectiveness by supporting evidence-based planning and coordination. The IMO is expected to engage independently with partners and be confident articulating objectives to a range of audiences. The position requires strong technical skills in data management and analysis, excellent coordination and communication abilities, and a flexible, solutions-oriented mindset. An interest in humanitarian coordination and contextual developments in oPt is strongly preferred.

RESPONSIBILITIES

The Senior Information Management Officer's responsibilities include:

Co-ordination and planning

- Engage clusters, INGOs, NNGOs and CSOs to generate support and buy in for the service and infrastructure mapping
- Generate an understanding of the information landscape within oPt actors, identifying which organisation or cluster has data on which services and infrastructure
- Engage other coordinating bodies such as OCHA and act as IMPACT focal point across early recovering information management discussions
- Promote the use of inter-operable technologies among partners;
- Provide information outputs in the local language wherever feasible.
- Receive data from partner organisations

Data quality control

- Generate sectoral specific data quality standards, working with information management officers in partner organisations to understand sector specific data quality requirements and document them
- Generate data quality scripts to assess incoming data for quality issues
- Generate shared data standards, including naming, data formatting and data taxonomies (for the standard naming of e.g. health care facility types across organizations)
- Generate data quality key performance indicators
- Work with partner organisations to address issues with the data they have provided
- Promote data quality standards across partner organisations and build a culture of data integrity and accuracy within the response.

Data visualization

- Visualise the GIS and structured data shared by partners in a dashboard (using common data visualisation tools, e.g. R Shiny or PowerBI)
- Ensure coherent style and design across the dashboard
- Facilitate analysis through the dashboard user interface
- Collaborate with UN Habitat, Acted and UNDP to ensure data visualisations align to their needs

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 maths and statistics, information science, geography), or an equivalent combination of relevant training and experience in humanitarian related activities in disaster or conflict situation;
- ❖ 4 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 (Essential) : ArcGIS, QGIS, Understanding of geospatial data management, analysis, and

map making processes.

- Data programming (essential): R, Python, ability to write data cleaning and analysis pipeline scripts, GitHub or version control experience an asset

COMPENSATION AND BENEFITS

- ❖ For this position, salary between 2'580 CHF and 2'640 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.