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|  | **UNITED NATIONS CHILDREN’S FUND**  **(GENERIC) JOB PROFILE** |

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| **I. Post Information** | |
| Job Title: **WASH Information Management Manager**  Supervisor Title/ Level: **WASH Senior Manager Cluster/ Sector Coordinator (L5)**  Organizational Unit:  Post Location: **Country Office** | Job Level: **Level 4**  Job Profile No.:  CCOG Code:  Functional Code: [Under RPM]  Job Classification Level: **Level** 4 |

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| II. Organizational Context and Purpose for the job |
| Humanitarian action is of fundamental importance to UNICEF and encompasses interventions aimed at saving lives, alleviating suffering, maintaining human dignity, and protecting the rights of affected populations wherever there are humanitarian needs, as well as interventions addressing underlying risks and causes of vulnerability to disasters, fragility and conflict. UNICEF’s humanitarian action is guided by the Core Commitments for Children in Humanitarian Action (CCCs) which set organizational, programmatic and operational commitments and benchmarks against which UNICEF holds itself accountable for the coverage, quality and equity of its humanitarian action and advocacy and which are mandatory for all UNICEF personnel.  Furthermore, UNICEF is committed to support humanitarian coordination through the cluster approach. Introduced as part of the humanitarian reform, the cluster approach, aims at ensuring clear leadership, predictability and accountability in international responses to humanitarian emergencies by clarifying the division of labor among organizations and better defining their roles and responsibilities within the different sectors involved in the response. As a member of the IASC, UNICEF work along with national and local stakeholders (including national and local authorities, CSOs, and communities) to support humanitarian coordination and to improve the collective impact of humanitarian response. Whether the cluster approach is activated or not, UNICEF plays a key role in both global and country-level interagency coordination for its areas of programmatic responsibility. As Cluster Lead Agency (CLA) for Nutrition, WASH, Education (co-led), and Child Protection Area of Responsibility (AoR) within the Protection Cluster, UNICEF is committed to fulfil the core functions defined by the IASC when the clusters are activated or when UNICEF is asked to support sectoral coordination.  A well-run Cluster/ Sector/ Working Group coordination team, including Information Management (IM), is a formal deliverable of the Cluster Lead Agency and forms a part of the agency’s work. The WASH Information Management Manager is a core member of the Cluster/ Sector/ Working Group coordination team.  **Job organizational context**: The WASH Information Management Manager GJP is to be used in a Country Office (CO), or a Regional Office (RO) within a hub, where the WASH Senior Manager Cluster/ Sector Coordinator is at P5 and the Representative is at D2 or D1, and where the humanitarian context is highly-complex and/or large scale, such as a L3 emergency or system-wide scale up, with a large number of Cluster/ Sector/ Working Group partners and counterparts in Government or Partner organizations working at a senior level. The position reports to the WASH Senior Manager Cluster/ Sector Coordinator for general guidance and direction.  **Purpose of the job:**  Under the overall direction and guidance of the WASH Senior Manager Cluster/ Sector Coordinator, the WASH Information Management Manager will provide leadership for the IM function of the Cluster/ Sector/ Working Group. They are responsible for ensuring IM processes effectively enable a well-coordinated, strategic, coherent, and effective response by participants in the Cluster/ Sector/ Working Group that is accountable to those who are affected by the emergency. In their effort to enable an efficient and effective response to the humanitarian crisis, the WASH Information Management Manager is responsible for leading the collection, analysis and sharing of information that is essential for the Cluster/ Sector/ Working Group participants to make informed, evidence-based, strategic decisions. |

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| **III. Key function, accountabilities and related duties/ tasks** |
| The post holder has overall responsibility for leading the information management function to enable the effective functioning of the Cluster/ Sector/ Working Group, and the achievement of the core cluster functions, throughout the Humanitarian Programme Cycle in order to facilitate a timely and effective Cluster/ Sector/ Working Group response.  The postholder's main tasks and responsibilities will include but not be limited to:  **Coordination and representation**   * As a member of the coordination team, contribute to the effective roll out and monitoring of the core cluster functions (as outlined by the IASC Reference Module) and to the Humanitarian Programme Cycle (HNO, HRP and CCPM), * Lead, coordinate and represent the Cluster/ Sector/ Working Group IM function at all levels ensuring effective communication, reporting and engagement, * Supervise IM staff within the coordination team at various levels, * Actively engage with other IMs through relevant IMWGs, including leading the Cluster/ Sector/ Working Group IMWG and representing the Cluster/ Sector/ Working Group on the inter-cluster IMWG, * Promote harmonized and coordinated approaches to IM across partners, AoRs/ Clusters/ Sectors/ Working Groups and OCHA.   **IM function leadership**   * Create and oversee the implementation of an IM strategy and data collection and analysis plan that take into account the information needs of stakeholders and that are compliant with standards and protocols for ethical data and information management, * Plan, support and oversee the regular implementation of secondary data reviews and primary data collection including designing, or supervising the design of, questionnaires using appropriate tools, * Oversee and ensure accurate data processing including organizing, cleaning, triangulating, evaluating and validating the data, * Analyse data to meet identified information needs of Cluster/ Sector/ Working Group members and other stakeholders, * Oversee the creation of accurate, quality and timely information products that are in line with agreed style guides, * Ensure the dissemination of information and information products through appropriate channels, * Establish, maintain and ensure the accessibility of a common and shared secure storage system, * Ensure feedback on IM products is gathered and used to make improvements.   **Needs assessment and analysis**   * In close collaboration with the WASH Senior Manager Cluster/ Sector Coordinator, lead the planning and implementation of needs assessment and analysis, including joint assessments and analysis, at national and subnational levels, * Ensure information is collected on economic needs, markets and price monitoring to support the equal consideration and use of all programme delivery modalities (in-kind, cash, voucher and services), * Work with Cluster/ Sector/ Working Group participants to identify information gaps at national and sub-national levels, agree and implement ways to bridge those gaps by providing technical advice and support to partners, * Analyse needs assessment data to provide required information for the HNO including estimating People in Need (PIN), * Compare and align joint needs analysis findings with other AoRs/ Clusters/ Sectors/ Working Groups and participate in developing reports.   **Strategic response planning**   * Design, or supervise the development of, partner presence mapping and oversee the implementation, * Contribute to strategic planning, response prioritization and the development of the HRP or other response plans as relevant, including the formulation of objectives, indicators and targets, prioritizing response modalities and activities, identifying and quantifying inputs and the curation of data.   **Resource mobilization**   * Monitor and analyse the Cluster/ Sector/ Working Group’s financial situation and support financial tracking, * Support and advocate with AoR/ Cluster/ Sector/ Working Group partners for financial reporting on the Financial Tracking Service (FTS), * Support evidence-based advocacy and resource mobilization by providing accurate, relevant and timely data, information and information products.   **Implementation and monitoring**   * Develop, or supervise the development of, a Cluster/ Sector/ Working Group monitoring plan and associated databases, including a response monitoring (3/4/5Ws) database and oversee implementation, * Ensure the Cluster/ Sector/ Working Group monitoring plan, and 3/4/5Ws include programme delivery modalities (in-kind, cash, voucher and services), * Support Cluster/ Sector/ Working Group members to contribute timely and quality periodic monitoring reports on Cluster/ Sector/ Working Group and OCHA platforms, * Support monitoring in the areas of information flows, dissemination, processing, analysis and dissemination, * Plan and conduct quantitative and qualitative gap and coverage analysis to identify spatial and temporal gaps, overlaps and coverage of the Cluster/ Sector/ Working Group humanitarian response, * Monitor adherence to relevant sector quality standards, regulations and codes.   **Operational peer review and evaluation**   * Lead the annual cluster coordination performance monitoring (CCPM) exercise and annual review, * Contribute to sectoral and broader humanitarian evaluations.   **Accountability to affected people**   * Be accountable to affected populations by ensuring the meaningful participation of affected people, establishing and maintaining an effective feedback mechanism and handling complaints appropriately, by ensuring data about the most vulnerable is systematically collected and analysed, and by encouraging partners to work accountably, * Ensure the inclusion of cross cutting issues (age, child protection, disability, gender, gender-based violence (GBV) mitigation and response and HIV & AIDS) in Cluster/ Sector/ Working Group data collection, analysis and dissemination. * Adhere to child safeguarding and PSEA policies including procedures for challenging and reporting incidents and ensure other members of the IM team comply.   **Strengthen national and local capacity**   * Take steps to strengthen local and national leadership and capacity by encouraging participation of local and national actors in the IM activities of the Cluster/ Sector/ Working Group and providing support to partners to overcome technical and operational challenges in participating in IM activities, * Design and oversee the implementation of an IM capacity assessment and capacity development plan for Cluster/ Sector/ Working Group partners. |

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| IV. Impact of Results |
| The WASH Information Management Manager leads the IM function within the Cluster/ Sector/ Working Group, providing better visibility and clarity on needs and gaps, enabling evidence-based and targeted decision-making, fundraising and advocacy, and contributing to an effective Cluster/ Sector/ Working Group. As an essential part of the coordination function, effective IM contributes to the predictability and accountability of humanitarian action, in line with the aims of the cluster approach and IASC principles, and ensures that the humanitarian response is well-coordinated, strategic, adequate, coherent, effective and builds the resilience of the affected population. This also contributes to maintaining and enhancing the credibility and ability of UNICEF to fulfil its commitments as Cluster Lead Agency, in line with the CCCs. |

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| V. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles) |
| **Core Values**   * Care * Respect * Integrity * Trust * Accountability   **Core Competencies**   * Nurtures, Leads and Manages People (2) * Demonstrates Self Awareness and Ethical Awareness (2) * Works Collaboratively with Others (2) * Builds and Maintains Partnerships (2) * Innovates and Embraces Change (2) * Thinks and Acts Strategically (2) * Drives to Achieve Impactful Results (2) * Manages Ambiguity and Complexity (2)   **IM Competencies**   * Applies Humanitarian Principles, Standards and Guidelines (3) * Applies Key WASH Concepts and Tools (3) * Operates Safely and Securely (3) * Demonstrates Commitment to a Coordinated Response (3) * Promotes Cooperation and Collaboration (3) * Demonstrates Accountability (3) * Promotes Inclusion (3) * Provides Reliable Support to the Cluster (3) * Collects, Collates and Analyses Relevant Data (3) * Handles and Stores Data Efficiently and Sensitively (3) * Communicates and Disseminates Information (3) * Monitors the Response (3) * Strengthens National Capacity to Respond and Lead (3)   (See the GWC Competency Framework for Information Management for more information on the IM Competencies.) |

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| **VI. Recruitment Qualifications** | |
| Education: | An advanced university degree in one of the following fields is required: Information Management or Information Systems, GIS Information Technologies, Computer Science, Statistics, Social Science or another subject area relevant to Information Management or to the Cluster/ Sector/ Working Group.  Formal training in AoR/ Cluster/ Sector/ Working Group Information Management is considered an advantage.  Extensive work experience relevant to this post may be considered as a replacement for formal qualifications. |
| Experience: | A minimum of 8 years of professional experience in information management, data management, geographical information systems, assessments, situation analysis and/or PM&E with the UN and/or NGO is required.  Experience of demonstrating excellent information management skills in a professional context is essential for this post.  A minimum of 2 years of experience in a humanitarian context, is required, with experience of working in the humanitarian coordination system considered an asset. |
| Language Requirements: | Fluency in English and the official UN language of the duty station are required. Knowledge of other languages is considered an asset. |

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| **VII. Technical requirements** |
| The post holder must demonstrate the following knowledge and skills:  **Humanitarian architecture, cluster approach and core functions**     * Key process and features of the humanitarian programme cycle (HNO, HRP and CCPM), the humanitarian reform process and the transformative agenda, the Humanitarian-Development Nexus and the Grand Bargain Commitments, * IASC Guidance Note on Strengthening Participation, Representation and Leadership of Local and National Actors in IASC Humanitarian Coordination Mechanisms, IASC Results Group 1 on Operational Response, (2021), * IASC Reference Module for Cluster Coordination at Country Level (2015), * IASC Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response (2006).     **Humanitarian principles, standards and guidelines**     * Core Commitments for Children in Humanitarian Action, (2020), UNICEF, * The Sphere Handbook, (2018), Sphere, * Core Humanitarian Standard on Quality and Accountability, (2014), CHSA, * Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief, (1994), ICRC, * Accountability to Affected Populations: The Operational Framework, (2013), IASC, * Principles of Partnership: A Statement of Commitment, (2007), ICVA, * Availability, Accessibility, Acceptability, Quality (AAAQ) framework: A tool to identify potential barriers in accessing services in humanitarian settings, (2019), UNICEF, * Statement on the Centrality of Protection in Humanitarian Action, (2013), IASC, * Special Measures for Protection from Sexual Exploitation and Sexual Abuse, (2008), Secretary General Bulletin, * Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, (2015), IASC.   **WASH specific knowledge and skills**   * WASH Minimum Commitments for the Safety and Dignity of Affected People, (2016), Global WASH Cluster, * GWC Coordination Toolkit, (2020), Global WASH Cluster, * An Introduction to Community Engagement in WASH, (2018), Oxfam, * Violence, Gender and WASH Toolkit, (2014), WEDC/ Loughborough University. * Inter-sectoral linkages with key sectors including Health (including public health, disease control and epidemiology); Nutrition; Education; Shelter and, in particular, Urban Shelter, * Key concepts, minimum standards, key actions and indicators for water supply, sanitation and hygiene promotion as identified in the Sphere Handbook as well as linkages with the Humanitarian Charter, Protection Principles and Core Humanitarian Standard, * Key programming interventions and relevant data sets in WASH technical areas of water, sanitation, hygiene, how these areas link together and how they vary according to context, emergency typology and phases of the HPC, * Key sector initiatives including the WHO/ UNICEF Joint Monitoring Programme, the Sustainable Development Goals (SDGs), Global Analysis and Assessment of Sanitation and Drinking Water (GLAAS) and Sanitation and Water for All (SWA), * Market Based Programming (MBP) and Cash Transfer Programming (CTP) in the context of WASH programming, * Relevant local and contextual knowledge of risk and vulnerability factors including those linked to gender and gender identity, disability and age, * Stakeholders and their responsibilities including WASH Cluster partners, Field Support Teams (FST), Standby Partners and other relevant stakeholders in the WASH market including actors that are humanitarian and development, public and private, state and non-state and those operating globally, nationally and locally, * Strategies and policies relevant to WASH programming in the specific context, * WASH coordination platforms and networks including national WASH humanitarian coordination platforms, * WASH sector response plans.   **IM technical knowledge and skills**   * Data planning skills including:   + Developing and implementing an IM strategy and data collection and analysis plan. * Data collection skills including:   + Conducting SDR using appropriate platforms and tools such as DEEP (the humanitarian secondary data review & analysis platform) or Excel,   + Designing and implementing primary data collection. * Data processing skills including:   + Knowledge of data protection best practices, standards and protocols, regulations and legislation. * Data analysis and management skills including:   + Aggregating data from multiple sources using a variety of tools such as Excel, CSV, SQL, KoBo, APIs etc.   + Analysing data to create information useful for strategic decision-making,   + Creating and maintaining databases using MS Excel, MS Access or other databases. * Communication skills including:   + Presenting information clearly in accurate and accessible information products,   + Designing and creating static and data dynamic visualizations and dashboards using MS Power BI, Tableau, Adobe Illustrator, InDesign and MS Office,   + Creating basic and advanced maps using GIS and map-making packages such as ArcGIS, MapInfo, QGIS, and the Adbobe creative suite,   + Storing, publishing and disseminating products through various channels such as Power BI’s online service,   + Website management skills. * Gathering and actioning feedback on IM processes and products. |