

**TERMS OF REFERENCE (ToR):**

**Information Management Officer (***[Indicate the level of the post]***)**

Reports to: National Nutrition Cluster Coordinator / Co-coordinator *[Please indicate]*

Supports: National & Sub-national *(if applicable)* cluster coordinators in *[Please Insert the Name of the Country]* as well as nutrition cluster partners and responsibilities/activities.

Duty Station: The incumbent will be based in the National Nutrition Cluster Coordination Unit in *[Please indicate the CLA office, country]* with regular visits to crisis-affected states and locations where sub national cluster exisits or other locations if/as required. Office space and local travel expenses to be provided by the Government or CLA *[Please select as appropriate]*.

Duration: *[Please indicate the number of months / years]*

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| **BACKGROUND** |
| The cluster approach ensures clear leadership, predictability and accountability in international responses to humanitarian emergencies by clarifying the division of labour among organisations and better defining their roles and responsibilities within the different sectors of the response. It aims to make the international humanitarian community better organised and more accountable and professional, and be a better partner for the affected people, host governments, local authorities, local civil society and resourcing partners |

*[Brief details of emergency: key events and dates, affected population, immediate priorities, if Flash Appeal or HRP have been developed, etc.]*

*[Enter notes on cluster approach in country: which clusters have been activated and when, (co-) lead agencies, SRSG and/or HC and/or RC, OCHA presence, Government role, sub-national level clusters]*

Ensuring a well-run there is a need for not only coordination capacity but and Information Management capacity and this is a formal accountability of the Cluster Lead Agency and forms a part of the agency’s work.

*[If the cluster is led by UNICEF]:* UNICEF, as highlighted in their Core Commitments for Children in Humanitarian Action, is fully committed to interagency humanitarian reform and supports this through provision of leadership and participation in assigned clusters and sectors.

*[Brief details of relevant cluster’s main achievements and challenges to date]*

**PURPOSE:**

The Information Management Officer (IMO) is a core Cluster Coordination team member. The purpose of this post is to manage the collection, analysis and sharing of information that is important for the Cluster partners to make informed (evidence based) strategic decisions.

On behalf of the IASC Humanitarian Coordinator and the Cluster-lead agency (CLA) *[Name of the Agency or Ministry]* as the lead agency for the IASC Nutrition Cluster and in collaboration with the Ministry of Health, the Information Management Officer (IMO) will work with the Nutrition Cluster Coordinator and partners to ensure cluster performs its core functions as described in **the IASC** **Cluster Coordination Reference Module, IASC, July 2015 and these core functions are as follow:**

1. Supporting service delivery
2. Informing strategic decision-making of the HC/HCT for the humanitarian response
3. Prioritization, grounded in response analysis
4. Advocacy
5. Monitoring and reporting the implementation of the cluster strategy and results; recommending corrective action where necessary
6. Build national capacity for contingency planning/preparedness for recurrent disasters whenever feasible and relevant.
7. Accountability to affected population.

**MAJOR TASKS AND RESPONSIBILITIES:**

With the support of the National Nutrition Cluster Coordination Team and under the supervision of the National Cluster Coordinator, the Nutrition Cluster IMO will be responsible for providing support to the Nutrition Cluster at the national level as well as on the sub-national (if applicable) levels in *[Please insert the name of the country]*. The incumbent will collect and organize data on nutrition sector/cluster coverage and programming results and then produce and share information on response, showing results, gaps and trends with cluster partners and the Cluster Lead Agency to facilitate a timely and effective nutrition response and demonstrate whether results and impact are achieved or not. Network with cluster partners as well as cross clusters (in collaboration with OCHA) to encourage information sharing, sharing of assessment and survey results. Where there is both a national and a sub-national level clusters established, the post holder will ensure that there is effective communication, reporting, engagement and coordination of information management tasks between the two levels.

The Nutrition Cluster IMO major tasks and outputs will include but not be limited to:

**Core cluster function 1: Supporting service delivery/outputs:**

* In consultation with Cluster partners and State/Sub-national Focal Points, State/Sub-national Cluster Coordinators/Co-coordinators (if applicable), identify key humanitarian IM products, develop/adapt templates for collecting this information, support the cluster and the cluster partners in producing a consolidated g IM products in a periodical manner.
* Support OCHA & Cluster coordination team in conducting the mapping of all current and potential actors– government, national and international humanitarian organizations as well as national institutions, the private sector through provision of regular inputs/updates to on the clusters 3/4/5 W’s (Who, What, Where, When and for Whom) matrix, cluster priority response matrix and other tools;
* Facilitate information flow between the cluster and cluster partner programs by clearly outlining how data is collected, collated and analysed, and facilitate the identification of information gap gaps geographically and programmatically;
* Assist in developing mechanisms to eliminate duplication of service delivery based on existing data and proactively strive for effective methods of acquiring data from the relevant stakeholders to fill information gap.

Support the cluster coordination team in organising and participating in regular cluster coordination meetings aim at information sharing for appropriate coordination between all nutrition humanitarian partners;;

* Prepare cluster meeting minutes and circulate the cluster meeting outputs, presentations & minutes.
* Regularly update and maintain contact list of all nutrition cluster partners and working groups;
* Web development - Maintenance
  + In consultation with partners; identify what information should be stored on the website and what information should be shared via other means such as ex. mail or shared folder in situation where sensitive information is not recommended for sharing through the cluster website;
  + Timely initiation and maintenance of the Nutrition cluster website by uploading key documents and information relevant to nutrition cluster activities.
  + In case the website needs to be restructured, take a lead role in such a restructuring by requesting OCHA support and communicate any website issues to OCHA
  + Conduct regular review of the website and remove old information that are no longer relevant from the website.

**Core cluster function 2: Informing strategic decision-making of the HC/HCT for the humanitarian response**

* Manage an inventory of database that contains relevant documents on the humanitarian situation (multi-sectorial assessments, nutrition surveys, and SMART surveys, assessment reports of other relevant clusters such as WASH, Food Security, Health etc., and other relevant information).
* Provide IM support for the preparation of the HNO and nutrition situation analysis”. By the use of GIS for geographic data management, analysis and production, compile the data and create maps in a timely manner and as needed to assist the nutrition cluster activities as well as partners and other stakeholders. Produce maps but not limited to the following products:
  + Operational presence
  + NiE interventions coverage
  + Nutrition priority/response/gap maps
  + Survey coverage/results maps
  + Other maps as agreed by the partners

**Core cluster function 3: Prioritization, grounded in response analysis, and**

**Core cluster function 4: Advocacy**

* Work with Cluster partners to keep and maintain an up to date database and information for nutrition programming. Make this information available to facilitate planning and to facilitate impact assessment of the cluster response by the cluster and other stakeholders. Update the database and reporting tools structure as needed, aligning with revisions of the Flash Appeal / Humanitarian Response Plan;
* Together with the cluster coordinator/co-coordinator, estimate both geographic and programmatic coverage of programmes and produce coverage maps. Update inputs for mapping formats as needed to support the continues review of the nutrition cluster activities;
* Support and provide input into the preparation of situation reports with emphasis on cluster achievements by providing relevant and up to date information
* Compile regular inputs on the emergency affected areas for the national/subnational level cluster with the expected outputs which included but not limited to:
  + Cluster meeting support material (e.g. maps, CMAM data)
  + Cluster bulletins/newsletter/dashboards
  + Nutrition cluster operational planning/response matrix
  + Monthly/weekly summaries of nutrition activities for required situation reports (sitreps) and for programming.
  + Provide 3/4/5 W’s and other data to OCHA as requested
* Support the nutrition cluster in developing regular country/region/district level data and information based on agreed outputs and share this information with stakeholders through a website or similar means e.g. through dashboards and newsletters or bulletins.
* Work with Cluster partners to identify information gaps at national and sub-national levels and propose ways to bridge information gaps
* Work with the OCHA Information Management Specialist to develop appropriate supportive IM strategies for intercluster collaboration.
* Provide information management support in calculating the caseload for NiE interventions;
* Support the cluster in development a framework for the monitoring and evaluation of the cluster response plan and support the development of indicators that cluster needs to monitor, linked to the response plan.
* Where applicable, participate in the Intercluster IMWG and represent interests of Nutrition Cluster in it.

**Core cluster function 5: Monitoring and reporting the implementation of the cluster strategy and results:**

* Undertake regular monitoring visits to review the responses and provide oversite for quality control for partners reporting.
* In consultation with partners, develop/adapt and roll out monitoring and reporting system for the nutrition cluster, in line with the Cluster Response Plan. Review the system each time Cluster Response Plan is modified to ensure that the system is able to capture newly identified indicators;
* In collaboration with the Cluster coordinators, rectify any gaps identified in reporting against the Nutrition Cluster indicators of the service delivery (quantity, quality, coverage, continuity and cost) by regularly communicating and discussing the gaps with cluster partners and providing technical support aim at enhancing timely and quality reporting;
* Work with cluster partners on reporting sex and age disaggregated data, that should inform Nutrition Cluster analysis;
* Maintain/streamline monthly & weekly collection of reports from partners; work with partners to identify issues with regards to reporting and devise ways to solve them together with cluster partners;

**Core cluster function 6: Build National Capacity Building for Preparedness and Contingency Planning:**

* Promote and provide training and capacity building activities of the Nutrition Cluster partners for reporting, use of the IM outputs, etc.
* Support the cluster coordination team and cluster partners in preparedness and contingency planning: consolidation of inputs by partners for the ERP, maintenance/update of the nutrition database to ensure quick access to data for analysis, and other IM tools, etc.

**Accountability to Affected Population:**

* Support the cluster coordination team and cluster partners in setting up and maintaining a cluster complaint and feedback mechanism based on the inputs/guidance provided and feedback regularly to the cluster partners;

**QUALIFICATIONS AND COMPETENCIES**

**Language Proficiency**

Fluency in English / French / Arabic /Russian / Chinese / Spanish *[Please select the working language of the duty station]* and another UN language preferred

**Competency Profile**

**Core Competencies:**

* Understands the rationale behind Humanitarian Reform, its main components and recent developments including the Transformative Agenda.
* Understands, uses and adapts the tools, mechanisms and processes developed as part of Humanitarian Reform
* Demonstrates commitment to Humanitarian Principles - https://docs.unocha.org/sites/dms/Documents/OOM-humanitarianprinciples\_eng\_June12.pdf
* Demonstrates commitment to Principles of Partnership - http://www.globalhumanitarianplatform.org/doc00003804.doc
* Communicates, works and networks effectively with a wide range of people to reach broad consensus on a well-coordinated response, and demonstrates leadership where required
* Thinks and acts strategically and ensures that cluster activities are prioritised and aligned within an agreed strategy
* Demonstrates commitment to the cluster and independence from employing organisation
* Builds, motivates and leads information management team
* Delivers optimal within defined resource parameters, correctly applies knowledge of specialized disciplines, anticipates and prepares response to changing needs of the relevant organizational unit, delivers on set objectives in hardship situations;
* Effectively coordinates actions with other implementing partners, works effectively with local authorities, stakeholders, beneficiaries and the broader community to advance country or regional objectives.

**Technical Competencies:**

* Understands key technical issues for the cluster sufficiently well enough to be able to engage with cluster participants and understand their cluster-specific information management needs
* Excellent knowledge of MS Excel, MS Access or other databases (e.g. pivot tables and functions);
* Proven technical expertise for managing data capture and storage, analyzing diverse datasets, and presenting information in understandable tables, charts, graphs and reports;
* Knowledge of establishing and managing basic websites (e.g. UNOCHA’s Humanitarian Response platform);
* Proven skills in using GIS and map-making packages such as ArcGIS, Mapinfo, QGIS, Adobe creative suite for mapping
* Knowledge and skills in software development are an asset

**Education and Professional Background:**

* Completed Master's degree from an accredited academic institution preferably in Computer Science, Media or Social Sciences or any discipline related to Information Management from an accredited academic institution or equal experience;
* Minimum of five (for P-3) and seven (for P-4) years *[Please select appropriate number of years]* professional experience in Information Management, including minimum two to three years of experience in the emergency humanitarian operations;
* Knowledge of cluster approach, UN System, and NGO humanitarian community

**Core Competencies (Required for UNICEF recruitment)**

* Commitment
* Drive for Result
* Embracing Diversity
* Integrity
* Team Work
* Self-Awareness and Self-Regulation

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Endorsed: National Nutrition Cluster Coordinator / Co-coordinator

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Approved: Head of the Cluster Lead Agency (Gov’t or UNICEF or any other CLA)

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_