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CORE VALUES: *INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY*

Information Management Officer – P4

**Organizational Setting and Reporting Relationships:** This position is located in the Office for the Coordination of Humanitarian Affairs (OCHA) in **Country, Duty Station.** The Information Management Officer reports to **Supervisor**.

**Responsibilities:** Within delegated authority, the Information Management Officer will be responsible for the following duties:

**Coordination and Content Management**

- Establish, maintain and measure performance of digital services in accordance with OCHA guidance to facilitate humanitarian information exchange and the promotion of data, metadata, basic taxonomy, information standards, and best publishing practices.

- Work with humanitarian partners to ensure coordination, and dissemination of information using standard tools and services.

- Engage with counterparts in government to ensure that information activities are coordinated and consistent with national standards and practices.

- Provide training and expertise on the responsible use and development of information management processes, tools and platforms to OCHA staff and humanitarian partners.

- Advocate for the use of data standards and common platforms, and for the open exchange of information.

- Identify in-country activities that could benefit from remote information management capacity.

- Oversee OCHA core digital assets to communicate priorities to affected population, partners, donors and member states.

- Coordinate remote IM support provided by other OCHA offices and non-UN actors.

**Integrated Team Management** (Public Information and Information Management units)

- Advise the OCHA Head of Office on operational information management, including strategic and immediate priorities.

- Support the development and implementation of a strategic approach to managing information around the humanitarian programme cycle, including supporting common information processes such as preparedness, needs assessment, strategic planning, resource mobilization, implementation and monitoring

- Support the Inter Cluster mechanism with the adoption and proper use of HPC tools platform to improve monitoring and programing- Provide strategic and day-to-day management of the information management unit (IMU) and related staff, including deployment of surge and other short-term staffing.

- Take overall responsibility for the management of information and the production and dissemination of high-quality information products, tools and digital services.

- Liaise with external actors, including senior staff in humanitarian and development agencies, government and the military.

- Advise the head of office on strategic use of communications and information.

- Provide leadership and vision to the integrated information team. Enable a collaborative approach between different areas of expertise within the team, foster innovation, stimulate early adoption of tools and technologies, and support team building and capacity development through continuous coaching and training of team members.

- Oversee the drafting, stylistic design, editorial coherence and production of all information and reporting materials intended for external use, such as maps, infographics, reports, press releases, bulletins and situation reports.

- Recruit staff, taking due account of geographical balance; manages, guides, develops, trains and fosters teamwork and communication among staff under his/her supervision.

- Carry out programmatic/administrative tasks necessary for the functioning of the section, including preparation of budgets, assigning and monitoring of performance parameters, reporting on budget/programme performance and evaluation of staff performance.

* **Performs other related duties, as required.**

**Competencies:**

* **Professionalism:** Knowledge and understanding of theories, concepts and approaches relevant to the management of information in complex emergencies, disaster preparedness, disaster response and early recovery; Ability to identify issues, analyse humanitarian trends and participate in the resolution of issues/problems; Ability to conduct data collection using various methods; knowledge of content management standards, best practices, basic taxonomy and best publishing practices; utilizing APIs from core corporate platforms; ability to follow technical and editorial guidelines and ensure consistency; Conceptual analytical and evaluative skills to conduct independent research and analysis, including familiarity with and experience in the use of various research sources, including electronic sources on the internet, intranet and other databases; Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities; Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; Is conscientious and efficient in meeting commitments, observing deadlines and achieving results; Is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenges; Remains calm in stressful situations; Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
* **Communication**: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
* **Teamwork**: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
* **Planning& Organizing**: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
* **Accountability**: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
* **Creativity**: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks “outside the box”; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
* **Client Orientation**: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
* **Commitment to Continuous Learning**: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
* **Technological Awareness**: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

**Qualifications:**

**Education:** Advanced university degree (Master’s degree or equivalent) in information management, information systems, social science or related field. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

#### **Experience:** A minimum of seven years of progressively responsible experience in information management, information systems, disaster management, humanitarian affairs, or other related area, is required. Experience with Content Management Systems (e.g. Drupal and WordPress),APIs, and HTML is required. Experience conducting training on digital platforms is required. Experience incorporating metadata/taxonomy in different platforms, especially for API customization/use is required. Experience with distribution platforms (e.g. Mailchimp, Google Groups, etc.) is required. Experience in managing information in disaster response or complex emergencies is desirable. Experience within the UN system or an international organisation is desirable is desirable. Experience in the region is desirable.

**Language:** English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English/French is required. Knowledge of another UN official language is desirable.