



**UNHCR TERMS OF REFERENCE  
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**  
*(When finalised and approved by the Post Manager(s), e-mail to HQPC00)*

**DATE SUBMITTED:** dd/mm/yyyy

**PART 1A - CLASSIFICATION DATA**

**A.1 CURRENT / OFFICIAL POSITION DATA**

JPO Position No.: 10002221		
JPO Position Title: Associate Information Management Officer		
JPO Position Grade: P2	Position Category: <b>JPO</b>	
JPO Position Location: Copenhagen		
Supervisor Position No:	Supervisor Position Title: Information Management Officer	Supervisor Position Grade: P3

**- ACTION REQUESTED -**

**A.2 CREATION OF JPO POSITION**       *(Tick as appropriate)*

**A.3 REVISION OF EXISTING POSITION** *(Tick as appropriate, and indicate the current, revised title)*

Change of Title     Update of Duties       Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

## PART 1B - POSITION JUSTIFICATION

**JUSTIFICATION** (  Creation /  Revision) – *Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.*

The core function of FICCS is to strengthen the organization's role as a global reference agency for statistics, information management and camp coordination and camp management in conflict-related displacement situations. Further, FICSS serves as technical authority for all aspects of information management, GIS, statistics and camp management and camp coordination, including planning, programming, creation of specifications for system design and development, research and innovation. Additionally, FICSS works closely with field operations, including major emergency situations, regarding the development of country-level strategies for information and data management, required staffing and budgeting, technical choices, legal and regulatory aspects, implementation modalities and coordination.

Thus FICSS provides an essential function within UNHCR to enable successful interventions that have an impact on the well-being of UNHCR's beneficiaries, provide accurate information on populations of concern for external and internal use and engage with partners to ensure UNHCR's perspective is reflected in international, regional and national partnerships and coordination frameworks.

As a result of the increasing emphasis on data, FICSS has an expanding agenda to deliver on and additional resources will allow capacity to be strengthened leading to a sustainable increase in the ability of FICSS to improve the production and use of data in UNHCR. In this regard, FICSS is looking for talented individuals to compliment the team.



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*(When finalised and approved by the Post Manager(s), e-mail to HQPC00)*

Date of Classification <sup>(1)</sup>:

<b>PART 2A – IDENTIFICATION OF POSITION</b>	
Position No: 10002221	Job Code <sup>(1)</sup> :
Position Title: Associate Information Management Officer	Job Profile <sup>(1)</sup> :
Position Location : Copenhagen	Functional Group <sup>(1)</sup> :
Supervisor Position No., Title & Grade: Information Management Officer (protection), P3	CCOG Code <sup>(1)</sup> :
Position Grade: P2	Category: <sup>(1)</sup> : <b>JPO</b>
	<i>(1) To be completed by PCU</i>
<b>PART 2B – POSITION REQUIREMENTS</b>	

**2.1 ORGANIZATIONAL CONTEXT.** *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

This position offers a unique opportunity to support the development of the analytical data and IM capacity of UNHCR.

The post-holder will work closely with experts in the area of data on displacement and humanitarian IM. S/he will support the development of guidance, tools, standards and reports to facilitate and support IM and data-related activities at UNHCR HQ and in field operations.

Under the supervision of Information Management Officer (protection) and in close coordination and consultation with the section chief and the teams in FICSS, the Associate Information Management Officer will provide methodological advice and support to key UNHCR IM activities, including the development of standards and tools, needs assessment, protection monitoring, targeting, profiling, household surveys, and population data management and statistics. S/he will also be involved in advising and supporting projects to support field operations in IM and data, including the development of strategies, data plans, and analytical frameworks, as well as data collection, analysis, and visualization. Training to other staff will be provided through various programmes such as Operational Data Management Learning Programme (ODMLP), the Workshop in Emergency Management (WEM) and Programming for Protection Learning Programme (P4P). The incumbent will also participate on behalf of the organisation in UNHCR and inter-agency collaborations focused on the coordination and improving of IM and data practices, and will help in the coordination and communication between HQ, regional offices, and field operations

**SUPERVISION:** The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

**LIVING CONDITIONS AT THE DUTY STATION**

*Please indicate if the following is available at the Duty Station*

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

**2.2 FUNCTIONAL STATEMENT.** *Describe the accountabilities, responsibilities and authorities associated with the position.*

**Accountability** *(key results that will be achieved)*

- UNHCR operations and HQ are supported to improve their analytical capacity to deliver reliable, accessible, relevant, predictable, appropriate and timely information in formats designed to maximise its effective use for evidence-informed decision-making
- Improved coordination between HQ, regional offices, and field operationst

**Responsibility** (*process and functions undertaken to achieve results*)

- Provide IM and statistical support HQ divisions and bureaus, regional offices, and field operations – both remotely and via field missions .
- Support the development and/or updating of IM guidance, policies, tools, methodologies, and standards
- Research innovative methods and techniques in humanitarian IM, notably for data collection, processing, analysis and visualization
- Conduct advanced data analysis
- Develop processes and tools for improving and standardizing data analysis
- Participate in relevant internal and external meetings on IM and data
- Support the develop or revision of IM and data-related training materials
- Facilitate IM and data-related trainings

**Authority** (*decisions made in executing responsibilities and to achieve results*)

- Assess and recommend any changes needed to existing IM guidelines and standards, notably for data analysis.
- Advise HQ, regional offices, and field operations on analytical techniques.
- Assess quality of data analysis and help correct errors.
- Represent FICSS or UNHCR in meetings or missions
- Deliver trainings

**2.3 REQUIRED COMPETENCIES**, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	(Max. 4)
1. <input type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision ( <i>Not applicable to JPOs</i> )	
5. <input type="checkbox"/> (M005)	Leadership ( <i>Not applicable to JPOs</i> )	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input checked="" type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

## 2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

**REQUIRED.** Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

### EDUCATION/QUALIFICATION:

University degree in information technology, demography, statistics, social sciences or any related area.

### WORK EXPERIENCE:

At least 3 years of relevant work experience (with Bachelor's degree, or 2 years with advanced university degree like a Master's degree).

### SKILLS:

Knowledge of the UN system and the humanitarian/development community.  
Experience in the context of partnership building and consensual decision-making.  
Proven data analysis skills and expertise in all aspects of data analysis  
Strong knowledge of R, Python and SQL  
Use of MySQL  
Excellent written and oral presentation skills, including drafting skills.  
Self-motivated and able to work independently  
Proven ability to bring creative and innovative solutions to complex challenges.

### LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English,
- **Desirable:** Another UN language

**2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES.** Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.

- Experience working in a humanitarian, emergency or development situation
- Experience working in the UN and/or other International development organizations
- Proven ability to process and analyze data as per defined purposes and information needs
- Experience with additional software and programming languages such as Stata, ProGres, PHP5, Symfony, JavaScript, Tableau, PowerBi
- Experience in data collection
- Experience of field level IM
- Experience in coordination and project management
- Experience in developing training materials and/or facilitating trainings
- Proven ability to manipulate data

## 2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

### TRAINING COMPONENTS:

- **Mandatory training courses:**
  1. Basic Security in the Field (NB: needs to be retaken every 3 years)
  2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
  3. Protection Induction Programme (PIP)
  4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
  5. Orientation to IPSAS

- **Recommended training courses**

*Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.*

- ODMLP (via Learn and Connect)
- KoBo: <https://www.youtube.com/watch?v=fTnrHV9Geqs>
- PowerBi: <https://docs.microsoft.com/en-us/power-bi/desktop-getting-started>
- JIPS Profiling Course: <http://www.jips.org/en/news/latest-news/crash-course-on-profiling-displacement-situations>

**LEARNING ELEMENTS**

*Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.*

- Data analysis in humanitarian situations
- Data visualization
- IM coordination
- Project management
- Training development and facilitation