



IOM International Organization for Migration
OIM Organisation internationale pour les migrations
OIM Organización Internacional para las Migraciones

Terms of Reference

I. POSITION INFORMATION	
Position title	Senior Information Management Assistant
Position grade	G7
Duty station	IOM, Costa Rica
Appointment type	6 months SST with possibility of extension
Reports directly to	Western Hemisphere Program Regional Coordinator
VACANCY-SPECIFIC INFORMATION	
Estimated start date	25.03.2019
Estimated closing date	29.03.2019
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>The Western Hemisphere Program (WHP), funded by the Population, Refugees and Migration Office (PRM) of the Population Department of the United States, seeks to improve the capacities of the States of Central America, Mexico and the Caribbean for migration management in a humane and sustainable way. The program has four pillars: migration governance, partnerships, migration crises and communication for development.</p> <p>Under the overall guidance of the Regional Director and the direct supervision of the WHP Regional Coordinator, the Senior Information Management Assistant will be responsible to support the management and supervision of data and information as well as the development and design of various IM tools. Moreover, the incumbent will work to ensure well-established databases are in place and working effectively. This position also includes to promoting the use of Geographic Information Systems (GIS) mapping and to help in producing IM related products such as reports, dashboards, maps, infographics, etc.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Coordinate and monitor implementation of the integrated mechanism for data gathering and Information Management (IM) across WHP activities to ensure accurate and reliable data is collected, stored, and processed in a timely manner. 2. Carry out and coordinate effective data collection and analysis; monitor the implementation of IOM mobile tools (MigApp) and data management tools (Displacement Tracking Matrix). 3. Coordinate GIS-related requirement for data collection and management, surveys and assessments, and maintenance and support of database systems. 4. Implement information collection processes and data management activities, including data mapping, encoding, storing, processing, and analysis, in aspects specific to GIS and statistic. 	

5. Coordinate the Geographic Information Systems (GIS) services in the context of DTM implementation, including the setup and maintenance of a geodatabase; as well as production and dissemination of information products for better targeted assistance to populations in need.
6. Participate in the design and management of databases and information systems (including geographical databases and information system coding), dataset extraction for analysis and representation.
7. Identify and analyze availability of relevant datasets, and data and information gaps.
8. Participate in the development of effective solutions to meet GIS-related needs in an accurate and timely manner.
9. Provide specialized support to effective implementation of various IM tools; ensure regular monitoring as per agreed timelines; prepare project status and progress reports.
10. Act as the focal point for receiving data from the field teams, and coordinate with these if clarifications or further data are needed.
11. Deliver day-by-day coordination with the field teams.
12. Analyze the main data flow processes that are relevant to the effective collection, analysis and reporting of the data.
13. Support the planning, designing and implementation of programme's Information Management Systems and reporting tools.
14. Ensure timely preparation and generation of local level information products, and support on information sharing and dissemination to all relevant channels.
15. Prepare training materials for the implementing partners together with the Programme Coordinator and Regional specialists.
16. Lead trainings for partners and field staff (face to face and remote) partners.
17. Provide technical support to the IOM programme team in country missions and partners, on the design and implementation of ODK or similar platforms and other related as well as information management.
18. Assist and promote the use of Geographic Information Systems (GIS) mapping by ensuring data collection has relevance to GIS coding in order to develop maps and other GIS products.
19. Respond timely to ad hoc requests for information, statistics, and reports.
20. Support with preparation of thematic surveys/assessments tools and support the field teams while these surveys are being rolled out in the field.

<p>21. Provide technical support and capacity building on Database applications use and maintenance to the implementing partners as required.</p> <p>22. Design and produce the needed input/output forms, reports, updates and other documentation materials for the databases systems and sub-systems.</p> <p>23. Support in reporting and analyzing qualitative data, assuring data consistency, giving statistic information and mapping of collected data.</p> <p>24. Participate in technical working groups related to information management and statistical methodologies for data collection and representation.</p> <p>25. In close coordination with supervisor, liaise with relevant authorities, United Nations (UN) agencies, NGOs and other stakeholders to strengthen partnership and obtain data and on issues related to IM/GIS system integration.</p> <p>26. Perform such other duties as may be assigned.</p>
IV. REQUIRED QUALIFICATIONS AND EXPERIENCE
EDUCATION
<ul style="list-style-type: none"> University or bachelor's degree in Information Management, Geographic Information Systems, Computer Science or a related field from an accredited academic institution with five years of relevant professional experience. <p>OR</p> <ul style="list-style-type: none"> Completed High school diploma from an accredited academic institution with seven years of relevant professional experience.
EXPERIENCE
<ul style="list-style-type: none"> Experience in Information Management, emergency humanitarian or development operations; management and coordination of information flows, data management including collection, storing, processing, and analysing data to generate information products. Knowledge and experience in ArcGIS mapping software (Desktop, Server, or Portal), relational database on population and/or movement using RDBMS (MS-Access, MySQL, SQL Server or others), web and desktop application system development and implementation, and mobile data collection tools (ODK, Kobo). Experience with app development. Ability to compile and holistically analyse diverse datasets. Experience in advanced data visualization. Experience with handling confidential data.

- Knowledge about the migration situation in Central America and historical background.
- Previous experience working with an International Organization, UN agencies or NGOs;
- Proven ability to work effectively and harmoniously within a team of colleagues from varied cultures and professional backgrounds;
- Proven ability to work under stressful conditions.

V. LANGUAGES

Required (specify the required knowledge)	Advantageous
Spanish and English required.	Knowledge of other official IOM language an advantage.

VI. COMPETENCIES

The incumbent must have the following technical and personal skills:

Responsibility

- Accept and give constructive criticism.
- Follows all procedures, processes and policies.
- It complies with the deadline, cost and quality requirements for the results.
- Verify your own work to correct errors.
- Assumes responsibility to comply with commitments and possible deficiencies.

Customer orientation

- Identifies the immediate and peripheral clients of the work.
- Establishes and maintains effective working relationships with clients.
- Identify and verify changes in the needs of clients, including donors, governments and project beneficiaries.

Continuous learning

- Contributes to the learning of colleagues.
- Shows interest in improving relevant skills.
- Shows interest in acquiring relevant skills from other functional areas.
- Keeps abreast of advances in their field of expertise.

Communication

- Actively share relevant information.
- Communicates clearly and listens / receives feedback on priorities and procedures.
- Write clearly and effectively, adapting the writing and style to the intended audience.
- Listen effectively and communicate clearly, adapting delivery to the audience.

Creativity and Initiative

- Proactively develops new ways to solve problems.

Leadership and Negotiation

- Convincing others to share resources.
- Present objectives as shared interests.

Performance management

- Provide constructive feedback to colleagues.
- Provides fair, accurate, timely and constructive personnel evaluations.
- Appropriately utilizes staff evaluations in recruitment and other relevant HR procedures.

Planification and organization

- It establishes clear and achievable objectives consistent with the priorities agreed upon for oneself and for others.
- Identifies priority activities and tasks for oneself and others.
- Organizes and documents the work to allow planned or unplanned handover.
- Identify risks and prepare contingency plans.

Professionalism

- Master the subject related to their responsibilities.
- Identifies problems, opportunities and fundamental risks with responsibilities.
- Incorporates needs related to gender, perspectives and concerns, and promotes the participation of gender equality.
- Persistent, calm and courteous in the face of challenges and stress.
- Treat all colleagues with respect and dignity.
- Works effectively with people of different cultures adapting to relevant cultural contexts.
- Knowledgeable and promoter of the main IOM mandate and migration solutions.

Teamwork

- Actively contributes to an effective, collegiate and pleasant team environment.
- Contributes and complies with the team's objectives.
- Give credit to whom the credit deserves.
- Seek input and feedback from others.
- Delegates tasks and responsibilities appropriately.
- Actively supports and implements the team's final decisions.
- Assumes joint responsibility for the work of the team.

Technological knowledge

- Learn about the technological developments available.
- Proactively identify and advocate for cost-effective technology solutions.
- Understands the applicability and limitation of technology and seeks to apply it to the appropriate work.