

Information Management Officer

Location: [Europe & the Middle East] [Turkey]

Town/City: ?anliurfa

Category: Programme Effectiveness

PURPOSE OF THE POSITION:

The purpose of this position is to ensure that the ECHO funded protection project has a functioning Information management system using CommCare software, which is successfully rolled out through implementing partners, and consisting of appropriate skills, tools and processes to capture, process, disseminate and archive project data accurately

The Information Management Officer would provide support to partners to capture necessary training and technical support to roll out and maintain the system, ensuring alignment to Turkish data protection laws; in addition to supporting project management with data to make fast and informed decisions and meet all internal and external reporting requirements. The IM Officer will work in coordination with the PDQ Department and all other operational and support units to map the information flows, the reporting requirements and the existing information archives. As well, s/he would liaise internally and externally to exchange vital programmatic information.

MAJOR RESPONSIBILITIES

Roll Out and Management of Data System, including data protection

- Ensures the efficient and optimal management of the project information and data flows using Commcare
- Plans IM activities for the project,, and oversees their implementation; manages and supervises related resources.

- Coordinates activities and provides guidance with technical and operational colleagues and with implementing partner staff
- Ensures ethical principles related to IM are respected, especially those concerning data protection.

Management of data and tools

- Takes responsibility for centralising and organising project data collected in the field, and in particular:
- Ensuring that the information collection and management systems used by partners and project, programmes are integrated and consistent
- Designing digital tools for entering, compiling and analysing data using appropriate software and platforms, and configuring data processing software as required
- Designing, writing and sharing IM procedures for implementing partners, ensuring that these documents are adapted to users
- Manages any existing professional tools (for example, Protection Case Management, registration, assessment)
- Managing relationships with any external service providers involved in IM (contracting, monitoring service providers, evaluating, etc.)

Capacity Building and Learning

- Helps build the skills of teams and partners in the IM field
- Provides specific and tailored training to partner teams so they can use the tools and

the system effectively

- Project data is available and presented in a way that informs decision making and supports learning.

Reporting

- Supports partners to provide the analysis and indicator tracking required by the project
- Supports reporting to external humanitarian bodies (e.gg 3RP reporting)
- Reports on the whole of Turkey beneficiary reach.

Team Coordination

- Reports any data quality issues to Senior MEAL Officer, IM Coordinator and MEAL Manager
- Informs the Project Manager and/or Programme Coordinator of any unmet targets, contextual changes (risks and opportunities) and negative effects on beneficiaries.
- Attends and contributes to MEAL team, project team and partner meetings as required
- Supports IM requirements for other projects within the Turkey portfolio as required

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree in Social Science, Statistics, Management, Information Technology or any related field.

- Minimum 3 years of experience in the field of data management and monitoring, primarily in relation to refugee protection. Experience working with NGOs preferred.
- Demonstrated experience in partners' capacity building, both through formal training and on the job support
- Thorough knowledge of Windows, MS Office and coding.
- Familiarity with case management systems such as CommCare, Kobo, Open Data Kit (ODK).
- Strong project planning, organizational, interpersonal and communication skills
- Experience in designing and managing tools for entering, compiling and pre-analysing data, and an understanding of database issues
- Experience with Data types and data collection methods, as well as data collection and processing in the field.
- Fluency in written and spoken English is required.
- High level of competence in Turkish and Arabic language is required.