

# Humanitarian Information and Reporting Officer - Erbil

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

Town/City: Erbil

Category: Food Security & Livelihood

## **PURPOSE OF POSITION:**

The HIRO is responsible for assisting FAIRC and Project Coordinator on reporting and accounting of the food voucher project. This is done through IT systems, Commodity Tracking System, and other reporting formats as prescribed by the donor.

The holder of the position should communicate World Vision's ethos and demonstrate a quality of spiritual life that is an example to others.

## **MAJOR RESPONSIBILITIES:**

### **Coordination and Management**

- Assist the HIRC on consolidation of monthly commodity reports from the field into the CTS database in order to produce major reports (CSS, CSR, RSR, and LSR) to donors and other stakeholders.
- Ensure timely submission of the replication and backups which include field reports, reports etc. by 7th of every month for timely consolidation at the NO.
- Updating FGDB project progress reports
- Liaise with Field Coordinators to ensure timely submission of beneficiary lists and

backups by 10th of every month,

- Maintain a neat, organized and chronological filing system, ensuring that hard copies of the recommended reports are available and easy to access at any required time.
- Update the Loss claim registers and loss files to make sure that the soft copy and the files are up to date for easy accessibility on monthly basis.
- Make frequent visits to the field locations to assist in CTS documentation and accountability.
- Collect all the receipts and dispatch summary of vouchers, loss reports, physical inventory, warehouse inspection report, distribution summaries and distribution center visit reports.
- Responsible to verify physical inventory for all the vouchers to ensure that the book balances match the actual stock in the warehouses, voucher custody and explanations provided for any variances.
- Review invoices and other Cooperating Partner reports
- Ensure with preparing all the shops/MTA payments and submit them to finance

### **Coordination and collaboration**

- Works closely with the HIRC, project coordinator, distribution staff and Field Coordinators, Team leaders on all CTS/reporting issues.
- Work closely with the Support personnel in all aspects of the technology readiness and rollout, in addition to providing feedback to, and receiving technical instructions from,

- Developer Officers on IT upgrades, maintenance and new developments.
- Takes part in the capacity development with field staff to ensure adequate CTS coverage.
- Work with the HIRC Managers to supervise and provide training for all other WFP voucher staff especially.

### **Capacity Development**

- Takes part in the capacity development with field staff to ensure adequate CTS coverage.
- Work with the HIRO Managers to supervise and provide training for all other WFP voucher staff especially.

### **Other Roles**

- Represent the NO in food assistance forums as advised by NO management
- Perform any other duties as required by the Project Manager or his/her designee.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- A minimum of Bachelor's degree in computer Science or IT or any other related course from a recognized University.
- Minimum 3 years of work experience in Emergency Response in Food Assistance Program Management.

- Solid networking skills – able to set up, securing and administer wireless ad-hoc peer-to-peer networks. Ability to isolate and troubleshoot network connectivity difficulties accordingly and through running IP configuration tools, resetting wireless connections. Understands TCP/IP protocol.
- Solid background in the Window Operating System – XP in particular. Comfortable invoking, stopping or restarting System Services, installing and uninstalling software, creating user groups and setting up user privileges.
- Knowledgeable of Relational Database Management Systems – exposure to MySQL highly desirable, including the use of database management tools (such as MySQL Query Browser and Administrator).
- Ability to troubleshoot IT problems – both hardware and identify software failings. Aware of how to log, track and systematically troubleshoot IT problems.
- Very comfortable supporting end-users.
- Must have strong analytical, problem solving and organizational skills with an attention to details.
- Requires the ability to effectively present concepts to lay users in various settings and by various means (verbal and written).
- English, Arabic and Kurdish.

## **Work Environment**

- Within Iraq governorates

