DESCRIPTION OF ASSIGNMENT

**Preamble:**

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures, volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

1. **Type of Assignment:** International UN Volunteer
2. **UNV Assignment Title:** Information Management Officer (IMO)
3. **Host Organisation:** United Nations Office for the Coordination of Humanitarian Affairs (OCHA)
4. **Duty station:** [Insert Duty Station, Country]
5. **Assignment Family Status:** Choose an item:
6. **Expected Starting Date:** [Insert expected starting date, or “Immediate”]
7. **Duration:** Initial contract of [insert number] months, with possibility of subsequent contract extension(s), depending on continuation of mandate, availability of funding, operational necessity and satisfactory performance; however, there is no expectancy of assignment renewal.
8. **Organizational Context and Brief Project Description:**

OCHA is the part of the United Nations Secretariat responsible for bringing together humanitarian actors to ensure a coherent response to emergencies. OCHA provides support to the Emergency Relief Coordinator (ERC), who works with the Secretary-General and the Inter-Agency Standing Committee (IASC) in leading, coordinating and facilitating humanitarian assistance to respond to the needs of affected people, which includes internally displaced persons (IDPs). See [www.unocha.org](http://www.unocha.org).

This UN Volunteer assignment is part of OCHA’s [insert name of project/programme]. [Include any additional information and weblink where available.]

1. **Sustainable Development Goal:** Choose an item.
2. **Description of Duties:**

Within the delegated authority and under the supervision of the Senior Programme Officer, the respective Head of Office/Unit/Section, or his/her designated mandated representative(s), the UN Volunteer will:

* Coordination: establish and maintain an information management network in accordance with IASC guidance to facilitate humanitarian information exchange and the promotion of data and information standards; work with first responders such as the UN disaster assessment and coordination team (UNDAC) and on-site operations and coordination centre (OSOCC) to ensure a smooth transition of information 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 use and development of information management 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;
* Web Management: manage content on relevant web platforms, provide overall quality control for the platform and ensure content is current, comprehensive and follows relevant metadata standards; work with external counterparts on related web platforms such as agency and cluster websites and ReliefWeb to facilitate cross-site search and interoperability;
* Data Management: design, develop and manage databases, spreadsheets and other data tools; understand, document, and ensure the quality of high-value humanitarian data for accuracy, consistency and comparability; consolidate operational information on a regular schedule to support analysis;
* Data Analysis: organize, design and carry out the evaluation and analysis of location specific datasets through meaningful statistical techniques; participate in the development and revision of data standards (e.g. the Humanitarian Exchange Language) and advise on the application of these standards into local systems and processes; participate in the development, implementation and management of new indicators, together with its accompanying data, to be included in a Common
* Humanitarian Dataset; understand, document and ensure the quality of high-value humanitarian data for accuracy, consistency and comparability;
* Assessment Analysis: support assessment and needs analysis activities, including humanitarian needs overviews, secondary data reviews, preliminary scenario definitions and multi-cluster initial rapid assessments; provide advice on assessment design to ensure data quality; manage platforms and tools that support data collection and analysis such as KoBo Toolbox and Open Data Kit (ODK);
* Geographic Information System (GIS) & Mapping: develop and maintain spatial baseline and operational datasets in accordance with relevant standards and guidance; produce and update high-quality map products and online services; maintain a repository of spatial data and ensure that the data are documented and accessible to all humanitarian partners through local and/or online services;
* Visualization: produce and update information products such as reports, charts and infographics by turning data into graphical products to convey messages and a storyline; develop advocacy materials including posters, presentations and other visual materials;
* When working with (including supervising) national personnel or (non-)governmental counterparts, set aside dedicated time for capacity development, through coaching, mentoring and formal and on-the-job training;
* Perform other related duties as may be required or assigned by the supervisor.

Furthermore, UN Volunteers are encouraged to integrate the UNV mandate within their assignment and promote volunteerism through engagement with communities in the course of their work. As such, UN Volunteers should dedicate part of their time to the following suggested activities:

* Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant publications, developing networks with volunteering organisations and taking an active part in UNV activities (for example, in events that mark International Volunteer Day);
* Be acquainted with and build on traditional and/or local forms of volunteerism in the host country, including humanitarian activities by both host and displaced populations;
* Build relationships with a wide range of Community-Based Organizations (CBOs) and Civil Society Organizations (CSOs) to support and/or participate in community-driven voluntary activities with humanitarian impact; explore opportunities to empower volunteer organisation and civil society in order to enhance their participation in humanitarian planning and implementation;
* Provide annual and end-of-assignment reports on UN Volunteer actions, results and opportunities;
* Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
* Assist with the UNV Buddy Programme for newly-arrived UN Volunteers;
* Encourage, mobilize and support co-workers and fellow UN Volunteers to better understand the connections between the UNV programme’s engagement within OCHA and humanitarian action;
* Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever possible.

1. **Results/Expected Outputs:**

* Efficient, timely, client-friendly and high-quality information management support is rendered to OCHA and its beneficiaries, including:

[Results/Outputs should not entirely mirror the task description but serve as a basis for workplans and deliverables]

* ...
* ...
* ...
* Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment;
* A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.

1. **Qualifications/Requirements**:
2. Qualifications, skills, experience:

The incumbent must be a dynamic, multifunctional individual, who supports OCHA with professionalism, dedication and client orientation, and who must be willing to work on both programmatic/substantive aspects and operational/logistical services. The following qualifications are required:

[The below is indicative, to be adapted by the Host Agency]

* + - An advanced university degree (i.e. Master's degree or equivalent) in Emergency Management, Geographic Information Systems, Information Management, Computer Science, Statistics, Graphic Design, Social Sciences or other relevant field is required; a first-level university degree (i.e. Bachelor's degree or equivalent) in one of the afore-mentioned academic disciplines in combination with qualifying relevant professional experience may be accepted in lieu of advanced university degree;
    - Minimum 3 years of progressively responsible professional experience in information management, information systems, disaster management, humanitarian action or in related field is required; relevant experience managing information in a conflict or disaster context at the international level for OCHA, a UN agency or a cluster is desirable;
* Spoken and written fluency in English; knowledge of French and/or Arabic desirable; knowledge of another official United Nations language or local language is an advantage;
* Strong overall computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.), and office technology equipment;
* Desirable: valid driver’s license and proven ability to drive manual gear 4 x 4 over rough terrain;
* Ability to perform duties under stress and in insecure, isolated and potentially hostile environments;
* Sound security awareness;
* Have affinity with or interest in humanitarian action, post-conflict or natural disaster situations, volunteerism as a mechanism for durable development, and the UN System.

b) Competencies and values:

[Please adjust/reduce core competencies as necessary]

* 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; 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; 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; discretion, political sensitivity, diplomacy and tact to deal with clients; where appropriate, high degree of autonomy, personal initiative and ability to take ownership; resourcefulness and willingness to accept wide responsibilities and ability to work independently under established procedures; ability to manage information objectively, accurately and confidentially;
* 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 the audience; demonstrates openness in sharing information and keeping people informed; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), military personnel, volunteers, counterparts and local interlocutors coming from very diverse backgrounds; capacity to transfer information and knowledge to a wide range of different target groups;
* 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;
* Technological awareness: keeps abreast of available technology; understands applicability and limitations of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology;
* Planning and 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; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;
* Teamwork and respect for diversity: 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; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic, mixed-gender environment with sensitivity and respect for diversity; sensitivity and adaptability to culture, gender, religion, nationality and age; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of UN operations;
* Integrity: demonstrate the values and ethical standards of the UN and OCHA in daily activities and behaviours while acting without consideration of personal gains; resist undue political pressure in decision-making; stand by decisions that are in the organization’s interest even if they are unpopular; take prompt action in cases of unprofessional or unethical behaviour; does not abuse power or authority;
* Flexibility: adaptability and ability to live and work in potentially hazardous and remote conditions, involving physical hardship and little comfort; to operate independently in austere environments for protracted periods; willingness to travel within the area of operations and to transfer to other duty stations within the area of operations as necessary;
* Genuine commitment towards the principles of voluntary engagement, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards the OCHA’s mission and vision, as well as to the UN Core Values.

1. **Living Conditions:**

[Provide brief description of relevant living conditions in duty station – e.g. security situation, access and air travel, climate, cultural awareness such as dress code / alcohol use, cost of living, accommodation options, availability of food/water/electricity, medical facilities, banking facilities, communications infrastructure, etc.

Where applicable, end with encouraging but cautioning statement such as “The (humanitarian) operation in (country X) is unique. It provides for an interesting and enriching environment, but also requires a mature level of cultural awareness, as well as more stamina and commitment than elsewhere. Therefore, flexibility and willingness to live/work in harsh and potentially hazardous conditions, are essential.”]

**14. Conditions of Service**

The initial contract is issued upon arrival for the period as indicated under above point 7 (duration). The contract may be extended depending on continuation of mandate, availability of funding, operational necessity and satisfactory performance. However, there is no expectancy of renewal of the assignment.

A UN Volunteer receives a Volunteer Living Allowance (VLA), which is composed of a Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three), in family duty stations.

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be calculated using by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US$ 1,631 (for 2019). The VLA base rate is a global rate across the world (reviewed annually), while the PAM is duty station/country-specific and fluctuates monthly according to cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website – <http://icsc.un.org>.

Note that the duty station as indicated under above section 4 can change in the course of the assignment based on operational requirements, and subject to consultation and agreement with the UN Volunteer. The volunteer may be required to work anywhere in the area of operations, including in remote locations, and may be required to travel.

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

UN Volunteer assignments in H Duty Station locations (Headquarters or member states of the European Union) will be designated as single status, regardless of the actual civil status of the UN Volunteer, and therefore do not carry any family-related benefits. In these locations, UNV assumes no responsibility for any dependents, regardless of whether the UN Volunteer is married or accompanied by his/her dependents.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the UN Volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance (DSA) at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement Allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of Conduct, to the successful candidate.

**Description of Assignment prepared by the Host Agency:**

[Name, functional title, Host Agency,

Location, date]

**Description of Assignment approved by UNV Country Office/Support Office:**

[Name, functional title, UN Agency,

Location, date]

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity of gender, nationality, age and culture.*