UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

KENR001665--Associate Operations Data Management Officer (PRIMES)

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.

General Information

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Kenya</th>
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<tbody>
<tr>
<td>Host Institute</td>
<td>UN High Commissioner for Refugees</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>International Specialist</td>
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<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>01-01-2020</td>
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<tr>
<td>Duty Station</td>
<td>Dadaab [KEN]</td>
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<tr>
<td>Assignment Place</td>
<td>Non-Family Duty station</td>
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Living Conditions

The town of Dadaab is located in the North Eastern Province of Kenya. It is in a semi-arid area and is mostly dry plus hot all year round. Staff members must be willing to visit and work in the refugee camps routinely. The UNHCR Sub-Office Dadaab is located amongst the three refugee camps (Dagahaley, Ifo, and Hagadera), some 90 km away from the Kenya-Somalia border. Due to the isolation of the duty station and ongoing security concerns, the duty station is categorized as hardship category E and substantial security level. The UN compound is surrounded by the Hesco fences and there is curfew in place from 6pm to 6am, when the external gate is closed. All movement outside the UN compound to and within the camps requires armed police escort. There are limited banking facilities at Dadaab with only one bank in which staff may open a bank account, and withdraw cash with certain debit/credit cards.

Internet and communications networks are available at the compound with fairly good speed.

Remoteness, isolation and lack of entertainment in social life are the factors to be also considered prior to applying.

Security Considerations:

All staff members in the Dadaab Operation reside in the office compound with a small number mainly recruited from the host community live within the town. For those living within the office compound guest house there is a curfew in effect from 1830 to 0600am and the requirement to answer daily radio checks. Climatic conditions are harsh, and despite fumigation of the compound, insects and even snakes are present in the environment. Apart from a satellite level 1 JMS medical clinic,
there is no other medical back up; therefore staff assigned to Dadaab must be in good health. Evacuation opportunities are limited. Candidates with conditions requiring regular treatment or medical supervision should be appropriately advised. There are limited banking facilities at Dadaab with one bank (Equity) having a branch locally. Internet and communications networks are available at the compound and the mobile telephone network remains stable with 3G.
Dadaab is at UN security level (SLS) 4 as a duty station.
The security situation continues to be a challenge in SO Dadaab and the candidate needs to have undergone proper security training. Meanwhile, staff movements in the Dadaab Operation are strictly restricted and all staff are obliged to adhere to security advisories.

Assignment Details

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<tr>
<th>Assignment Title</th>
<th>Associate Operations Data Management Officer (PRIMES)</th>
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| Organizational Context & Project Description | The Associate PRIMES Operations Data Management Officer (ODMO) will function under the direct supervision of the Senior PRIMES Operations Data Management Officer, the Senior Registration and Identity Management Officer (SRIdO), or the most senior Registration staff, or in their absence the most senior Protection staff in the Bureau or Country Operation. The Associate PRIMES ODMO is responsible for the management of operational personal data of persons of concern and core PRIMES applications and other relevant PRIMES applications within the relevant region or country operation. The Associate PRIMES ODMO is considered a core part of PRIMES Support and liaises closely with the DPSM, DIP, DIST and DRS counterparts in Headquarters for technical guidance on data and PRIMES application management. The Associate PRIMES Operations Data Management Officer monitors data-related activities conducted in the core PRIMES applications, whether conducted by UNHCR, partners or Governments. As a member of the PRIMES Support team, the Associate PRIMES ODMO will provide support services to UNHCR field operations and partners, in line with agreed standards and objectives. The incumbent is responsible for ensuring that PRIMES applications are implemented in accordance with guidance and standard operating procedure. S/he also supports and implements provision of user access to PRIMES applications in accordance with data protection protocols. In addition, the Associate PRIMES ODMO also regularly monitors the quality of data collection and ensures that data inconsistencies are identified and resolved by the relevant Country Operation. The incumbent will also build reports, templates and forms for PRIMES, and will generate reports from the PRIMES Data Port as required for population data statistical reporting. S/he will also ensure that operational user feedback is recorded and analyzed to ensure the applications remain fit-for-purpose. The Associate PRIMES Operations Data Management Officer coordinates closely with registration and other protection functions in the field, the Bureau and Headquarters to promote regional and global consistency in registration and personal data. The incumbent also works closely with partners, including Government users of PRIMES. S/he requires extensive experience and understanding of database systems, specifically in relation to data management, building reports and queries.

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).
All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR’s core values of professionalism, integrity and respect for diversity.

PRIMES core applications includes proGres v4 (and all associated modules), Rapid Application (RApp), Biometric Identity Management System (BIMS) and the Data Port

Sustainable Development Goals 16. Peace, Justice and Strong Institutions

Task description

Under the direct supervision of Registration Officer the UN Volunteer will undertake the following tasks:

- Manage the use, maintenance and technical support of PRIMES core applications in the Country Operations, including monitoring the quality of data collection and ensuring consistency with standards and guidelines.

- Perform database administrator functions in relation to local PRIMES field server machines, including RAApp, BIMS and the Global Distribution Tool.

- Respond and manage user access permissions for UNHCR staff, local government and NGO partners to PRIMES applications in accordance with the Data Protection Policy and regional or local country data protection protocols.

- Monitor PRIMES user management and conduct regular clean-up of user accounts and PRIMES access permissions in accordance with relevant guidance and procedures.

- Monitor device and user management within local PRIMES client and field server solutions, including monitoring frequency of data synchronization to prevent and mitigate data loss.

- Provide support to the creation and management of standard reports, templates and forms, while ensuring consistency with global guidance and policies, and in consultation with relevant stakeholders, including business module owners.

- Identify, diagnose and escalate for the resolution of technical user errors, bugs and queries related to PRIMES core applications, in consultation with PRIMES Support in Headquarters, external developers and support teams.

- Provide technical user and administrator training and guidance, including provision of training materials and remote webinars and training session for technical staff related to data management, data query and report-building.
- Analyse and respond to user requests and queries, including compilation and assessment of PRIMES applications enhancements and change requests.

- Assist with data quality assessment, data clean-up and data mapping from legacy database systems to the PRIMES applications, as required.

- Assist with field testing of new functionalities within PRIMES applications, as required.

- Support the design and strengthening of operational reports and statistics generated from the PRIMES Data Port, including provision of training and user guidance.

- Take part in discussions of business requirements for interoperability of local tools and applications within the PRIMES ecosystem, in consultation with business owners and the PRIMES Steering Committee in Headquarters.

- Keep apprised of evolving technology and new business needs to support registration, identity and population data management in the country operations.

In addition, at a regional role:

- Support local operations with necessary user access permission clean-up in PRIMES applications, in accordance with Data Protection procedures.

- Support standardization of case processing procedures mapped to PRIMES applications across the region.

- Support monitoring of the quality of operational data collected in PRIMES and provide guidance and support for data clean-up.

- Design and generate regional reports from the PRIMES Data Port.

- In consultation with PRIMES Support in Headquarters, provide capacity development and training on new functionalities of PRIMES, including deployment and support to new PRIMES applications.

- Propose local processes and workflow triggers for operational or regional-specific business processes, in consultation with PRIMES Central and business owners.

- Provide business analysis for operational needs.

- Perform other related duties as required.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment
reports on UN Volunteer actions, results and opportunities using UNV’s Volunteer Reporting Application-  
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-  
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 technically possible.

**Results/Expected Outputs**

- Technical support structure is in place to fill gaps and management (both hardware and software) to ensure the smooth running of the registration activities in the camps.  
- Support structures are enhanced with capacity building of other IT colleagues.  
- Management of proGres instances. Database is kept updated and consolidated with other mobile proGres instances, daily data transfer import/export (ROT) to mobile instances performed.  
- Data quality and integrity of proGres databases.  
- Design customized report (list, statistics, trends).  
- Utilization of proGres beyond just a registration tool but a protection tool as well. Expand the scope of proGres, taking advantage of its capabilities in Protection, Community Services, Resettlement and RSD.  
- Functional datacenter and Web information publishing system.

- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs);  
- 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.

**Qualifications/Requirements**

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<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
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<tr>
<td>Education - Additional Comments</td>
<td>Education- Computer Science; Information Technology; Economics; Statistics; Social Science; or other relevant field</td>
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**Required experience**

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<tr>
<th>Experience Remark</th>
<th>36 months</th>
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<td>3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree.</td>
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Previous experience in registration or individual case management, including use of UNHCR progress (asset) and/or BIMS software (required). Completion of UNHCR learning programmes (asset) or specific training relevant to functions (required) of the position.

**Language**

- English (Mandatory), Level - Fluent

**Area of Expertise**

- Protection of refugees, asylum seekers and IDPs Optional
- Database design, administration and maintenance Mandatory

**Need Driving Licence**

- No
Competencies & Values

- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Integrity
- Knowledge Sharing
- Planning and Organizing
- Professionalism
- Technological Awareness
- Working in Teams

Conditions of Service and other information

Condition of Service  Click here to view Conditions of Service

Conditions of Service for International Specialist:

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

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

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 computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US$ 1,631. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the 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.

For UN Volunteer entitlements, kindly refer to the link https://vmam.unv.org/calculator/entitlements

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.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the 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 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.

**Supervision, induction and duty of care of UN Volunteers**

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;

- Support with arrival administration including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;

- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;

- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;

- Access to shared host entity corporate knowledge, training and learning;

- Inclusion of the volunteer in emergency procedures such as evacuations;

- Leave management;
- DSA for official travel, when applicable;

- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

**Application Code**
KENR001665-5817

**Application procedure**

* Not yet registered in the UNV Talent Pool?
Please first register your profile at https://vmam.unv.org/candidate/signup. Important: After creating your account, complete all sections of your profile and submit it. Then go to ‘My Page’ at https://vmam.unv.org/candidate/mypage and click on the ‘Special Calls’ hyperlink. Lastly, select the special call to which you would like to apply.

* Already registered in the UNV Talent Pool?
Please first update your profile at https://vmam.unv.org/candidate/profile. Then go to ‘My Page’ at https://vmam.unv.org/candidate/mypage and click on the ‘Special Calls’ hyperlink to select the special call to which you would like to apply.

**Application deadline:** 08th December 2019

**doa.apply_url**
https://vmam.unv.org/candidate/show-doa/S0VOUjAwMTY2NQ==

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