

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR) INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT

Job Requisition Number: JR2309952

Title of Post	Information Management Assistant	Category/grade	General Service, G4
Post Number	31002266	Type of contract	Fixed-term appointment
Location	Caracas, Venezuela	Date of Issue	13 January 2023
The Effective Date of Assignment	1 August 2023	Closing Date	31 January 2023

Operational Context / Desired candidate profile:

The Information Management Assistant assists in the production, collection and dissemination of information on UNHCR population of concern, including but not limited to Protection and Programme/Field information, based on standards and systems developed at Country Office level. The incumbent compiles data on populations of concern and on programmatic activities of UNHCR partners. S/he also supports the Protection Team in operationalizing protection monitoring systems.

Contacts are mainly with UNHCR colleagues in the same duty station to exchange information and to discuss workplans. External contacts may be with UNHCR partners and - more limitedly - with the Protection Sector partners, in consultation with the Protection Officer and the Assistant Protection Officer.

The Information Management Assistant must be proactive, constantly motivated, and must have the capacity to innovate and update its knowledge about systems. The IM Assistant proposes solutions or improvements to IM processes and collaborates in the design and update of IM products for regular online dissemination. S/he should have a facility for teamwork from an inclusive and concerted perspective. Motivation to achieve objectives and fast adaptability to changes in the strategic priorities of the operation are needed. Therefore previous experience in these areas are essential.

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.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power. As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

Please also note that recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against COVID-19.

Duties:

- Assist in compiling and aggregating information elements required to produce standardized information products and implement data/information collection plans for baseline and context-specific data and assist producing summary statistics.
- Assist in the collection of relevant information data from UNHCR Protection and other partners, in coordination with the relevant Units in the Office.
- Liaise with partners and review relevant data and information produced.
- Assist UNHCR Protection team in developing and implementing data collection plans and instruments (i.e. needs assessment, response monitoring) for baseline and context-specific information needs.
- Support and leverage geographic data for map production and use in geographic information systems (GIS).
- Share UNHCR and Protection Sector data and information with partner agencies.
- Assist in developing and maintaining database management systems.
- Liaise with UNHCR partners and Sector partners.
- Perform other related duties as required.

Minimum Qualifications:

Education & Professional Work Experience

Years of Experience / Degree Level

For G4 - 1 year relevant experience with High School Diploma; or no experience with min. a relevant Bachelor degree

Field(s) of Education

Not applicable.

Certificates and/or Licenses

Information Technology, Geographic Information Systems,	Demography, Information Management,	Statistics, Information Systems
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(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Experience with handling confidential data and demonstrated understanding of different data collection methodologies.

Desirable

Completion of UNHCR learning programmes or specific training relevant to functions of the position. Experience in web design and software development is an asset. Ability to formulate IM-related technical requirements and Operating Procedures. Knowledge of mapping applications.

Functional Skills

DM-Data collection methodologies

IM-Information Management (related technical requirements & Operating Procedures)

IT-Microsoft Excel

(Functional Skills marked with an asterisk* are essential)

Language Requirements:

For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.**

Competency requirements:**Core Competencies**

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies

Not specified.

Cross-Functional Competencies

Analytical Thinking
Technological Awareness

Eligibility:

Interested staff members should consult the Administrative Instruction on Recruitment and Assignment of Locally Recruited Staff (RALS, UNHCR/AI/2020/1/Rev.2). If you have questions regarding your eligibility, you may also contact the HR Unit.

In line with the RALS, the below category of candidates are eligible to apply for internally/externally advertised vacancies.

Internal candidates: Current GS staff members holding an indefinite or fixed-term appointment who, at the date of the deadline for application, are serving in the country of the vacancy at the grade of the position or one grade below or above.

Candidates with UNHCR experience: Current GS staff members holding an indefinite or fixed-term appointment in the country of the vacancy applying to two grades above their own, staff members holding an indefinite or fixed-term appointment in other categories (P/FS/NPO), staff loaned/seconded from another UN organization/international organization/government entity, staff members on temporary appointment, affiliate workforce, interns, as well as former UNHCR locally recruited staff members who held an indefinite or fixed-term appointment (within 2 years of separation for males and 5 years for females).

External candidates: External candidates must meet the essential minimum requirements of the position, candidates not citizens of the country must comply with all eligibility requirements for employment in line with the prevailing legislative prerequisites in the country.

Remuneration:

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission and please refer to the relevant category / grade level at: <http://icsc.un.org>

Submission of Applications:

- **Interested internal applicants need to apply online via Workday / Career Page by searching for the vacancy by location / country of assignment. Please make sure to update your Career profile first in Workday before applying for the position.**
- **External applicants also need to apply online via Workday** and can access the external recruitment platform via below link and search for the job by location, country of assignment: <https://unhcr.wd3.myworkdayjobs.com/External>
- Prior to applying, please make sure that your Workday Career Profile is accurate and up-to-date. There are several resources available to support you.

👉 [How do I fill in my Career Profile](#) (job aid)

👉 [Find out how to build a strong Career Profile](#) (video)

- All applications for UNHCR positions are processed in Workday. This [demonstration video](#) and [this checklist](#) will guide you through the key steps of applying. Once you have finalized your application, you can check the status of your application by visiting the Career page / My Applications tab in Workday. The [FAQ's](#) (under the video) list some of the most common questions and answers around this process.
- **All applications must be submitted online in Workday. Email applications will not be accepted. Not signed, incomplete and late applications will not be accepted.** Only shortlisted candidates will be contacted. Shortlisted candidates will be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).
- The evaluation of applicants will be conducted based on the information submitted during the application. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.
- UNHCR is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, sexual orientation, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization. UNHCR seeks to ensure that male and female employees are given equal career opportunities. All applications will be treated with the strictest confidentiality.
- UNHCR has a zero-tolerance policy against Sexual Exploitation and Abuse (SEA). SEA is unacceptable behavior and prohibited conduct for UNHCR personnel. It constitutes acts of serious misconduct and is therefore grounds for disciplinary measures, including dismissal. Any concerns or suspicions about a possible case of SEA should be reported immediately to the Inspector General's Office (IGO) at inspector@unhcr.org or through the online complain form at <https://www.unhcr.org/php/complaints.php> or by confidential fax: +41 22 739 73 80.
- UNHCR only considers higher educational qualifications obtained from an institution accredited/recognized in the World Higher Education Database (WHED), a list updated by the International Association of Universities (IAU) / United Nations Educational, Scientific and Cultural Organization (UNESCO). The list can be accessed at <http://www.whed.net/>.
- For any technical problems encountered during the online application, please send an email to the below email address titled **"Online VA Query-your name and surname"**. Human Resources Caracas VENCAHR@UNHCR.ORG