UNOPS

Terms of Reference

TERMS OF REFERENCE
(Individual Contractor Agreement)

Title: Senior IM Assistant
Project: Venezuela/2025/01
Duty station: Caracas, Venezuela
Section/Unit: Protection Cluster
ICA Level: LICA
Corresponding level: 5
Duration: **from** 01/01/2025 **to** 31/12/2025
Supervisor: Adriana Ramírez , IM Associate

1. General Background

The UNHCR Representation in Venezuela is comprised of the Country Office in Caracas, two Field Offices located on the border with Colombia (San Cristobal and Maracaibo), as well as three Field Units , one in Caracas, the capital district; Carupano (Sucre) in the border with Trinidad and Tobago and Guyana; and Santa Elena de Uairen in the border with Brazil. The operational context in Venezuela remains challenging, affecting both refugees and asylum seekers and the Venezuelan population in humanitarian crisis, including displaced persons, returnees, and people on -the -move.

Since 2019, the United Nations and other humanitarian actors have been addressing the humanitarian situation in Venezuela. To ensure a coherent and coordinated approach throughout the Humanitarian Program Cycle, a Humanitarian Coordinator (HC) was appointed, a Humanitarian Country Team (HCT) was established, and a humanitarian coordination structure was set up in the country following international IASC guidelines. Eight clusters and two Areas of Responsib ility (AoR) were officially activated by the IASC up on request by the HC. In Venezuela, UNHCR was designated as the Lead Agency for the Protection , and Shelter, Energy and NFI Cluster s, reflecting the global commitment in conflict -related emergencies under the Cluster Approach, in accordance with the guidelines established by the Inter - Agency Standing Committee (IASC). When activated at the country level, the cluster takes responsibility for coordinating with humanitarian partners and key stakeholders (such as other clusters, government authorities, etc.) . This ensures a coordinated approach to effectively meet the needs of affected populations by strengthening leadership, coordination, and accountability within the humanitarian Protection and S helter sector s.

The Senior Information Management Assistant assists in the production and dissemination of information on the population of concern, including but not limited to the scope of work of Protection and Shelter Cl usters.

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The position is supervised by a more senior position at the field level and receives functional guidance and support from IM specialists at country/regional and global level. Subject to the nature of the task/assignment, he/she will work independently on r   outine tasks, while will follow instructions of the supervisor for more complex issues. The position has no supervisory role. The incumbent may play a liaison role with the national and local authorities for gathering and exchange of data.

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, har   assment 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.

2. Purpose and Scope of Assignment

- Assist in the revision, validation,   update, and analysis of information from   UNHCR-Lead Clusters partner organizations on Who is Doing What Where (5W) on monthly bases ensuring data cleaning processes.
- Considering the information requirements of the   UNHCR-Lead Cluster s for the HNO   -HRP proce sses, assist in the definition of intersectoral data collection instruments and in the data collection process, data cleaning, and analyse and compile   relevant available information.
- Assist in ensuring all subnational and national cluster members are aware of the reporting mechanism and sharing information processes in place and keeps bilateral discussions with the Shelter cluster members when relevant.
- Considering the information requirements of the UNHCR   -lead Clusters, assist in the management of Information Products including the design, data collection, analysis, visualization and sharing   , with relevant counterparts including Cluster members, donors, and other relevant counterparts.
- Assist in the collection and visualization of GIS data.
- Perform other related   duties as required.

3. Monitoring and Progress Controls

The Senior IM Assistant will receive regular guidance and advice from the supervisor. S/he participates in meetings/working groups related to the   Inter Cluster Information Management   Working Group   to coordinat e work on common processes.   The incumbent will assist the production of information for   the Protection and Shelter Clusters.

A workplan will be prepared at the beginning of the contract between the incumbent and the supervisor to define key activities and project timelines to ensure an efficient delivery of expected outputs and

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products. Weekly meetings will be organized between the supervisor and the consultant to discuss advances, track progress, and discuss how to overcome potential challenges.

4. Qualifications and Experience

a. Education   (Level and area of required and/or preferred education)

Preferred education: Bachelor's Degree in Information Technology , Demography, Statistics , Social Sciences, or other related fields.

b. Work Experience

Essential
- 2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher.
- Experience with handling confidential data and demonstrated understanding of different data collection methodologies.

Desirable
- Successful participation in the Operational Data management Learning Programme.
- Experience in web design   , software development   , e xperience with relevant software such as ArcGIS,QGIS, Power BI,Power Query, Kobo, Activity Info, Mailchimp,   Mapinfo, SPSS, EpiInfo6, SQL Server, and/or progress are assets .
- Experience with HTML, PHP, ASP and/or Java is an asset.
- Ability to formulate IM   -related technical requirements and Operating Procedures.

c. Functional Skills
DM-Data collection methodologies
IM-Epi Info Software
IT-Geographic Information Systems (GIS)
IM-Information Management (related technical requirements & Operating Procedures)
IM-Statistics Analysis
IT-Microsoft Excel

d. Language Requirements
Knowledge of English language is an asset.

e. Key Competencies

Core Competencies
Accountability
Communication
Organizational Awareness

Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Cross-Functional   Competencies
Analytical Thinking
Innovation and Creativity
Technological Awareness

f. Travel requirements

- Contractor may be required to travel 20% of the time to locations other than their assigned work location.

Project Authority (Name/Title):		Contract holder (Name/Title):	
Signature	Date	Signature	Date