Job Description

Job Title	Information Management Delegate (Morocco EQ Response)
Classification Level	C - Support
Organizational Unit / Duty Station (Department / Regional Office / Delegation..... etc.)	IFRC Country Cluster (Tunisia & Morocco) - Marrakesh
Immediate Supervisor's Title	Operations Manager (Morocco EQ Response)
Technical Manager's Title *(if applicable)*	Regional Senior IM Officer - MENA Regional Office
Number of Technical Reports *(if applicable)*	0
Number of Direct Reports *(if applicable)*	0
Number of Indirect Reports *(if applicable)*	3

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, with a network of 191-member National Societies. The overall aim of IFRC is "to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world." IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises.

IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters are organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. IFRC also has country cluster delegation and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

IFRC has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the Red Cross and Red Crescent Movement, including sexual exploitation and abuse, sexual harassment and other forms of harassment, abuse of authority, discrimination, and lack of integrity (including but not limited to financial misconduct). IFRC also adheres to strict child safeguarding principles.

A 6.8 magnitude earthquake hit Morocco on September 8, killing and injuring thousands of people and causing widespread destruction. The Moroccan Red Crescent Society (MRCS) responded immediately, providing first aid and psychosocial support, helping transport the injured to hospitals, evacuating people from damaged buildings and providing dignified burial management. Through this appeal, the IFRC is supporting MRCS to meet the immediate and early recovery needs of 500,000 affected people. Priorities include providing food and safe water, essential household items, shelter support, health and mental health services, and cash assistance.

Job purpose

The Information Management Delegate will lead and oversee the coordination at country level of timely, efficient and innovative Information Management approaches to meet operational needs for the IFRC emergency operation in Morocco. Specifically, the IM Delegate is responsible for supporting the IFRC team in country, the Moroccan Red Crescent Society (MRCS) and Movement Partners, in close collaboration and coordination with Information Management peers within the Red Cross Movement in country, and the Information Management team in the Regional Office for MENA. Such support includes

the development of relevant, timely and accurate Information Management products, processes, flows, systems, and tools, and ensuring that they are used in a coordinated manner for operational decision-making.

The IM Delegate is also accountable for ensuring support is provided by IM peers at national level to implement information management approaches. The IM Delegate is required to be the focal point to provide technical guidance, facilitate training, provide technical assistance and network inter-agency IM counterparts in country.

Job duties and responsibilities

Data and Information Management Services:

1. Oversee the IM needs at country level at short-, medium-, and long-term, and coordinate necessary IM support to reach all sectors involved in the operation, including the potential need of increase HR capacity.
2. Provide direct IM technical support and guidance for all the information management needs of IFRC and the MRCS, across all sectors. Proactively engage with operational peers to improve data flows and data management on their processes and increase the overall efficiency of the operation.
3. Support MRSC in the development and implementation of its workplan for Information Management support.
4. Support and advice on setting up, continuing, and further improving the chosen set-up of the data processes related to Cash and Voucher Assistance (CVA). This includes beneficiary registration, beneficiary selection, beneficiary management system, cash transfers, market assessments, and post-distribution monitoring. Support on analysis and interpretation of such data.
5. Support the setup and maintenance of Customer Relationship Management (CRM) system(s) for MRCS. Advice on the choice and implementation of different solutions and/or integrations with different IM/ICT systems.
6. Support on integration of digital tools for Community Engagement and Accountability (CEA) across all sectors, e.g., programmable communication tools, chatbots, etc.
7. Ensure timely preparation and generation of information products such as infographics, dashboards and maps for information sharing and dissemination to relevant stakeholders.

Data and Information Management Capacity Improvement:

8. Develop or compile IM training materials, and deliver trainings (e.g., mobile data collection, CVA tools, etc.), to empower MRCS with relevant IM tools.
9. Facilitate dissemination on information management standards, procedures and tools within IFRC Office in country and MRCS with the view of enhancing their data and information management capacities.
10. Coordinate and facilitate sessions aimed at building data literacy at strategic and operational levels in IFRC and MRCS. Work closely with MRCS in supporting data literacy initiatives at country level.

Coordination and Networking:

11. Collaborate with stakeholders within the Movement – and where necessary with external agencies – to determine required data sets, agree on data sharing, define data gaps and agree on collaboration in obtaining missing data.
12. Build and maintain relationships with Red Cross Red Crescent information management experts in the IFRC IM network and Surge Information Management Support (SIMS) network to gain access to relevant sources of data, and data/information services.
13. Ensure that in-country IFRC emergency operations provide inputs for inter-agency 3W systems as appropriate.
14. Establish and maintain functional networks and coordination with Movement partners, UN agencies and other humanitarian actors to ensure that IFRC is up-to-date on best practices and emerging trends related to information management.
15. Represent IFRC in country information management working groups at technical working level.

Duties applicable to all staff

1.	Actively work towards the achievement of the IFRC Secretariat's goals.
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles.
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager.

Position Requirements

Education	Required	Preferred
Relevant university degree / higher education or demonstrated equivalent humanitarian related experience.	X	

	Required	Preferred
Recognised technical training in Information Technology, demography, statistics, GIS, data visualization, graphic design, social sciences, analysis, needs assessments or a related field.	X	
Basic Delegate Training Course or IMPACT. FACT, ERU or RDRT Training or equivalent experience.	X	
IFRC training in Mobile Data Collection, Survey Design & Humanitarian Information Analysis.		X
IFRC Emergency Needs Assessments and Planning (ENAP) training or relevant Inter Agency Needs Assessments related training.		X
IFRC Mobile Data Collection and Survey Design Training or relevant Inter Agency mobile data collection / M&E trainings.		X
CALP L2 or similar CVA training.		X
Experience	**Required**	**Preferred**
Minimum 3-5 years of proven experience of analysis of data and information in humanitarian settings.	X	
Experience in providing Information Management support in a disaster response and recovery emergency operation.	X	
Experience rolling out IM CVA platforms.	X	
Experience in facilitating training.	X	
Experience in automatic business processes, e.g, with tools such as MS Power Automate.		X
Experience in mobile data collection and survey design.	X	
Experience in analysing primary and secondary data in emergencies.	X	
Experience/knowledge of mobile data collection tools, such as Kobo and ODK.	X	
Experience with programmable communication tools, such as Twilio.		X
Experience with RedRose and working with third-party providers.		X
Experience with Customer Relationship Management (CRM) systems.		X
Experience with data visualization and GIS tools, such as PowerBI and QGIS.	X	
Experience building a network and/or team, especially a remote team.		X
At least 2 years of experience of working for the Red Cross/Red Crescent Movement.		X
Knowledge and Skills	**Required**	**Preferred**
Full understanding of the IFRC RCRC IM network and how to engage and coordinate with SIMS remote activations.	X	
High level of familiarity with IFRC IM standards, tools and processes.	X	
Knowledge of Cash and Vouchers Assistance (CVA).		X
Knowledge of analysis of qualitative and quantitative data, statistical competencies.	X	
Strong analytical skills and ability to handle complex issues and data.	X	
Knowledge of data visualization and GIS tools, such as PowerBI and QGIS.	X	
Knowledge of data collection tools, such as KoBo.	X	
Demonstrated ability in manipulating large data sets and in using data analysis tools and languages such as FME, Python, R, STATA, SPSS.		X

	Required	Preferred
Skills in developing and training staff.		X
Skills in technical installation, troubleshooting and support for IM/ICT system hardware.	X	

Languages	Required	Preferred
Fluent spoken and written English.	X	
Fluent spoken and written French or Arabic	X	

Competencies (to be filled in by HR)		
VALUES: Respect for diversity; Integrity; Professionalism; Accountability		
CORE COMPETENCIES: Communication; Collaboration and Teamwork; Judgement and Decision Making; National Societies and Customer Relations; Creativity and Innovation; Building Trust		

Sign off by Line Manager

Name:	Signature:	Date:

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Classified by: *HRMD*	Date: *25.01.2024*
Approved by the Job Classification Committee:	Date:
Approved salary scale:	**Salary Scale 1**