

INFORMATION MANAGEMENT (IM) OFFICER

POSITION DESCRIPTION

Position Description

Location: Port Sudan, Central or South Dafur

Position Status Consultancy

Salary Level:

Safeguarding Risk Rating: Level 2

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

Department Summary

The Monitoring Evaluation Learning (MEL) unit exists to strengthen the monitoring efforts of Mercy Corps' programs. The MEL unit provides technical support services to programs and is a subunit under the Program Performance and Quality (PaQ) department. The aim of the MEL unit is to assist programs in specific activities that help quantify, analyze, and document the output, outcome and impacts of Mercy Corps' programs including data collection, data management, data analysis, and mapping.

General Position Summary

The IM Officer position will serve as the primary focal point for Information Management within the program, with direct responsibility for database management in CommCare, including data cleaning, updating, uploading, and troubleshooting. They will ensure standardization, harmonization, accuracy, and completeness of program data across program components and reporting levels.

In addition, the IM Officer is responsible for monitoring and supporting deduplication processes, reporting, and case management across the program, ensuring coordinated data flows and consistency. The IM Officer will also coordinate regularly with CCS MEL focal points at state levels, developing procedures and tracking tools to support routine MEL activities, and ensuring harmonization of data across states. This includes delivering regular training and guidance to ensure that MEL Plan activities and guidelines are put into practice in a harmonized and timely manner, including CommCare usage, data management and cleaning, and Data Quality Assessment (DQA) processes. The IM Officer also serves as the main liaison for the programs' data-related requests, such as data cleaning, updates, and reviews, ensuring high-quality standards and completeness.

The IM Officer identifies needs and challenges and drives tailored solutions to strengthen the evidence based and harmonize Monitoring, Evaluation and Learning of the program. This role requires strong and proven communication, and coordination skills, with an emphasis on fostering collaboration among diverse teams. The candidate must demonstrate strong understanding of Sudan's conflict and humanitarian landscape, with a deep understanding of contextual needs, contextual and cultural sensitivities, and operational challenges.

Essential Job Responsibilities

STRATEGY AND PLANNING

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- Collaborate with program team to refine and implement a localized MEL strategy that aligns with the program's vision and adapts to the dynamic humanitarian context in Sudan.
- Ensure the quality and harmonization of data by regularly implementing parameters and guidelines for database management, data cleaning, and reporting, and by conducting regular quality control reviews of program submissions.
- Strengthen the capacity of MEL teams at state and local levels by supporting the adoption and integration of MEL tools, methodologies, that improve data collection, analysis, and reporting.
- Coordinate regularly with CCS partners on the management of information systems and the implementation of MEL activities, identifying opportunities for improvement and context-driven solutions.
- Proactively communicate feedback, challenges, and lessons learned from CCS partners to the team, ensuring that regular engagement across different workstreams informs the continuous improvement of MEL systems, tools, and approaches.

INFORMATION MANAGEMENT

- Manage and maintain the program CommCare system and databases, ensuring that all data entered by teams is accurate, complete, standardized, and regularly updated to enable high-quality analysis, reporting, and learning. This includes receiving, reviewing, and actioning program requests in a timely and organized manner, keeping track of adjustments at state level, and regularly updating the CommCare logs to ensure accountability and transparency.
- Lead and carry on the bi-weekly deduplication case management process, including downloading bi-weekly deduplication results, reviewing and acting on flagged cases, closing or marking potential duplicate households, and providing timely feedback to teams on how to improve the process. Ensure that all deduplication steps are followed and documented consistently within CommCare and through regular coordination with MEL focal points.
- Act as the main MEL focal point for data updates, completeness, and consistency in the service mapping and referral pathways program components, ensuring standardized and harmonized use of referrals/service mapping forms and data points across the program.
- The IM Officer will provide regular support to referral officers and coordinate closely with the team to strengthen harmonization and accountability in service mapping and referral pathways.
- Support the MEL Manager in the design and programming of data collection tools, including CommCare forms for specific activities, manual data collection forms, and excel templates to facilitate data cleaning, migration, and harmonization.
- Work closely with the MEL Manager to address needs related to data migration across systems or CommCare project spaces, operationalize and test automated Data Quality Checks, and contextualize MEL systems to better meet program's needs.
- Provide regular support and troubleshooting for MEL teams on data management and CommCare usage, ensuring smooth implementation of daily MEL activities
- Ensure that information is shared in a timely and systematic way with program team and external actors, supporting coordination, synergies, and the avoidance of duplication in areas of overlapping operations.
- Document IM processes, tools, and performance under their responsibility and produce regular updates to the program and MEL team to inform adaptive management and improvements to the MEL system.

MONITORING, EVALUATION, LEARNING AND REPORTING

- Support the regular monitoring of activities, including registrations, verifications, distributions, Post-Distribution Monitoring (PDMs), and additional assessments across all program components. Ensure that shared monitoring standards are applied consistently, such as adherence to sample sizes, timeframes between registration and distribution, and the interval between distribution and PDM, among others.
- Contribute to the preparation of SHF AIT reports ensuring accuracy, consistency, and timeliness in collaboration with the program team.
- Serve as the focal point for updating and maintaining program data in Mercy Corps' TOLA system, ensuring data quality, accuracy, and completeness for reporting.
- Generate periodic reports on referrals, deduplication, Data Quality Assessments (DQAs), case management actions, and other MEL system processes, summarizing findings, lessons learned, and adjustments. These reports will provide critical inputs for operational learning, adaptive management, and strengthening harmonization across program.
- Manage user access to the CommCare system, including web and mobile accounts, and update the organizational structure within the system to reflect program implementation areas. This includes regularly monitoring that active mobile users have updated their CommCare applications to the latest version available, ensuring there are no duplicated mobile users per state, and maintaining secure, accurate, and up-to-date access management.

COORDINATION AND CAPACITY STRENGTHENING

- Contribute to the design and documentation of guidance, lessons, and training materials to strengthen teams' understanding, appropriation, and application of MEL processes and tools.
- In coordination with the Senior MEL Manager, design and deliver regular trainings, refreshers, and capacity-strengthening activities with internal program teams. This includes support on data collection and management for program outcome indicators across program components, ensuring appropriation and harmonization of MEL approaches, systems, and tools.
- Provide regular feedback to team to improve data quality, completeness, and ownership of their data. This includes fostering understanding of variables collected through different tools, validation criteria, recommended case management actions, and adherence to data protection guidelines.
- Engage in regular follow-up with team to ensure the consistent adoption of MEL tools and practices, supporting broad application of the MEL approach across program levels and components.

SECURITY

- Implement data security measures like access controls and user permissions.
- Perform regular backups and disaster recovery planning to safeguard data.
- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members operate in a secure environment and are aware of policies.

Organizational Learning

As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves. Keep up to date with the latest database technologies and best practices.

Continuously learn new skills and tools to adapt to evolving database management systems.

Accountability to Beneficiaries

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.

Supervisory Responsibility

N/A

Accountability

Reports Directly To: Senior Monitoring, Evaluation and Learning Manager

Works Directly With: MEL Officers, PAQ team,, program team, MEL Systems Manager, HQ MEL Tech team etc.

Knowledge and Experience

1. Education: BA/S or equivalent in Social Sciences, Data/Computer Science, Economics, Statistics, or a related field.
2. Experience: Minimum of three (3) years of progressive experience in Monitoring, Evaluation, and Learning roles, with at least one (1) year of specific experience in information management, case management, data systems administration, and coordination in humanitarian or development programs.
3. Experience in monitoring and reporting on program indicators for humanitarian or development interventions in line with donor standards and requirements, preferably with specific experience in cash and voucher assistance (CVA) programming.
4. Demonstrated experience working with international donors such as US State Department, OCHA among others with knowledge of donor reporting requirements, data quality standards, and compliance frameworks.
5. Proven expertise in information management systems and data collection tools, with hands-on experience in platforms and languages such as CommCare ODK, and XLS form design/programming. This includes user management, system administration, data harmonization across teams, as well as developing digital and manual data collection tools.
6. Strong skills and experience in database management, including designing and implementing validation rules, maintaining data integrity, troubleshooting errors, and ensuring accuracy and completeness across large datasets. Demonstrated ability to optimize databases for usability and reliability, with an intuitive understanding of data structures and quality assurance practices.

7. Proficiency with MS Office software (Outlook, Word, PowerPoint) and advanced Excel skills, including formulas, pivot tables, data validation, and data visualization for analysis and reporting.
8. Demonstrated experience in providing technical support, mentoring, and training for diverse teams, ensuring harmonization of MEL tools and approaches across multiple organizations.
9. Experience supporting MEL and IM systems in emergency and complex crisis contexts, including rapid needs assessments, adaptive response planning, and effectively managing competing priorities within tight deadlines.
10. Proficiency in English and Arabic required.

Preferred (not required):

1. Knowledge and experience with data visualization tools such as Power BI, Tableau, including dashboard design and data storytelling for decision-making.
2. Familiarity with data protection principles and standards, including GDPR or humanitarian data protection guidelines, and their application in program data management and sharing.
3. Experience in cash and voucher assistance (CVA) programming, particularly in monitoring indicators for cash-based responses, is desirable.

Success Factors

The ideal candidate will have a strong curiosity for understanding and working effectively within the complex cultural, political, security and social environment of Sudan. S/he will be an excellent communicator, multi-tasker, and able to work in ambiguous situations as well as possess a meticulous eye for detail to ensure data accuracy and consistency within the database.

S/he should be a tolerant and flexible individual, able to work in difficult and stressful environments and follow procedures. The successful candidate will be focused on team building and capacity-building of staff; be a strategic thinker, have strong skills in design monitoring and evaluation of development programs and maintain a sense of humor.

Living Conditions / Environmental Conditions

The position is based in Port Sudan, Central or South Dafur and requires up to 30% travel to different field locations across Dafur and Kordofan. Mercy Corps team members represent the agency both during and outside work hours when deployed in a field posting or on a visit to a field posting. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values always and in all in-country venues.

Fostering a diverse and open workplace is an important part of Mercy Corps' vision. Mercy Corps is an Equal Opportunity Employer regardless of background. We are committed to creating an inclusive environment.

DIVERSITY, EQUITY & INCLUSION

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges.

We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Safeguarding and Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC and have signed on to the **Interagency Misconduct Disclosure Scheme**. By applying for this role an applicant confirms that they have not previously violated an employer's sexual misconduct, sexual exploitation and abuse, child safeguarding or trafficking policy. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to **Mercy Corps Code of Conduct Policies** and values at all times. Team members are required to complete mandatory Code of Conduct e-learning courses upon hire and on an annual basis. As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercycorps.org).

EQUAL EMPLOYMENT OPPORTUNITY

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Signatures

Employee

Date

Supervisor

Date