|  |
| --- |
| **TITLE:** Information and Reporting Officer |
| **TEAM/PROGRAMME:** Program Support & Accountability | **LOCATION:** London  |
| **GRADE**: TBD | **CONTRACT LENGTH:** Open ended |
| **CHILD SAFEGUARDING:** Level 2: *either* the post holder will have access to personal data about children and/or young people as part of their work; *or* the post holder will be working  in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore a police check  will be required (at ‘standard’ level in the UK or equivalent in other countries). |
| **ROLE PURPOSE:** The International Programs Management Information unit has a role to ensure that accurate and clear information is created to provide stakeholders with timely and attractive key figures and analysis of our programs. This information flows to all levels within the organisation (Country Office, Regional Office, Centre Senior Leadership team & Board, Members). Within this, the Information & Reporting Officer will deliver: * Support to deliver the information requirements of the International Programming team -collecting, managing, analysing & reporting (e.g. Award Management, Operations, Humanitarian)
* Responsible to manage the IP KPI dashboards day to day
* Serve as the focal point for information management and dissemination relating to humanitarian responses
* Support the evolving business practices and processes (and their harmonisation) relating to management information and data, to enhance efficiency and effectiveness.

The role holder will use existing, upcoming or new data sources (e.g. KPIs, Humanitarian Operations Management Tool, Award Management System, Global Program Dashboard, etc.) to develop management information to support informed decision making and meet reporting requirementsIn the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. |
| **SCOPE OF ROLE:** **Reports to:** Head, IP Management Information**Staff reporting to this post:** None**Budget Responsibilities:** None**Role Dimensions**: A complex and diverse role involving coordination of key information inputs from the Save the Children regions, different business functions & data sources, and its analysis and reporting.  |
| **KEY AREAS OF ACCOUNTABILITY :** **Analysis & Reporting (~20%)*** Carry out data collection/compilation, data analysis, and information presentation (e.g. KPIs, Award Management, Humanitarian, etc.) to support informed decision making
* Support, and lead where required, the creation of information management systems and tools, in collaboration with IT and business partners
* Responsible for producing high quality and timely monthly and quarterly humanitarian analysis

**Management of the IP KPI Dashboards (~30%)*** Ensure the dashboards show accurate figures in BAU (e.g. conduct and/or ensure testing is completed)
* Ensure end-users have full use of functionality built in to the dashboard (drill-downs, drill-through, etc.)
* Ensure the dashboards are updated as per schedules (e.g. 16th of each month)
* Be first line support to end-users of the KPI dashboards
* Support or lead (when requested) the development & testing & release of any new components within the KPI system
* Ensure supporting documentation (e.g. training documents, etc.) & information on KPIs is up to date
* Ensure KPIs can be used by the organisation for its intended benefits (e.g. staff trained, documents available, OneNet site up to date)

**Humanitarian Information (~20%)*** Act as a point of contact and first line source of information for inquiries relating to the global humanitarian portfolio
* Ensure key operations information is collated, kept up to date, completed, and disseminated to the appropriate staff around Save the Children (centre, regions, members, countries)
* Support development & rollout of upgraded humanitarian monitoring tools (e.g. Humanitarian Operations Monitoring Tool)
* Ensure information relating to member contributions of funding and supplies is collected, triangulated and disseminated appropriately

**Other Responsibilities (~20%)*** Supporting work with Info & Reporting Manager on more strategic changes to MI
* Conduct training for staff in our London and overseas offices as required on management information tools (Humanitarian management tool, KPI dashboard, Global Program Dashboard, etc.)
* Provide support to the regular management forums as required (e.g. Monthly Performance & Planning Meeting)
* Act as a positive role model, exhibiting leadership within your team and with others
* Maintain positive, constructive relationships with our business partners in other departments and with Save the Children members
* Complete, in a timely fashion, all required staff training - child safeguarding, personal safety & security and fraud and any future mandated training.
 |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**) **Accountability:*** holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
 |
| **EXPERIENCE AND SKILLS****Essential*** Previous experience in a similar role
* Experience of working on projects, strong prioritisation, organizational and follow-up skills
* High attention to detail and ability to effectively manage a high volume of data and information.
* Good communication skills (written & oral English), including the ability to communicate and present both at a technical and non-technical level
* Demonstrable ability to develop and maintain office and management information systems, ensuring continuous improvements
* Excellent verbal and written communication skills, the ability to communicate effectively at all levels of the organisation globally
* A flexible approach with the ability to manage an unpredictable workload
* A proactive approach to problem solving
* Solid skills in Microsoft applications.
* Commitment to Save the Children values.

**Desirable*** Experience in NGO Programme and Operation Management functions, in particular the systems used to support them (including high and low tech solutions) and/or in an information/communications role
* Experience of managing content on intranet type systems
* Knowledge of international humanitarian systems, institutions and donors.
* A second language preferably French, Spanish, Portuguese or Arabic.
 |
| **Equal Opportunities** The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Health and Safety**The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Additional job responsibilities**The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **JD written by: Mark Toews** | **Date: 30th April 2018** |
| **JD agreed by: Francis Woods** | **Date: 1st May 2018** |
| **Job Description updated By: N/A** | **Date:**  |
| **Evaluated:** | **Date:** |