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| **Manager – Management Information System (MIS) and Geographic Information System (GIS)** | |
| **PROGRAMME:**  Host and Impacted Communities Resilience Activities (HICRA) | **LOCATION:** Dhaka |
| **Contract Length:** Two Year (Till September 2026) |
| **GRADE**: II | **POST TYPE:** Regular |
| **INTRODUCTION:**  Cox’s Bazar, Bandarban, Rangamati and Khagrachari districts are among the lowest ranked in Bangladesh for education, skills training, food security, poverty and agricultural productivity. The situation has worsened since 2017, with the Rohingya refugee influx, which has put enormous pressure on the local economies, resulting in loss of livelihoods, depressed local wages, and distorted local markets. Moreover, these districts are prone to chronic and rapid onset disasters.  In response, the USAID Host and Impacted Communities Resilience Activity (HICRA) led by Friends In Village Development Bangladesh (FIVDB) is taking an integrated approach to improve the overall well-being and resilience of people residing in the communities hosting or impacted by the Rohingya refugee crisis. This includes implementing livelihoods; water, sanitation, and hygiene (WASH); natural resource management (NRM); and disaster risk reduction (DRR) interventions with an estimated 114,000 households across the four prioritized districts. | |
| **ROLE PURPOSE:**  The Manager – MIS & GIS will lead development and operationalization of the MIS (web and android based application) and GIS across HICRA for monitoring, evaluation and learning (MEL) data management, analysis, reporting, and spatial presentation. Major responsibilities will encompass strategic support to the MEL plan, implementation of the GIS plan, precision in MIS, GIS-based data collection and analysis, streamline reporting processes, institutionalize community feedback & response mechanism, support collaborating, learning and adapting (CLA), and promote adaptive management to drive evidence-based strategic program decisions. S/he should be highly conversant in integrating information requirements with validation rules in the MIS & GIS for data quality assurance. S/he should also be conversant to integrate GIS in MIS to assist in spatial analysis and produce GIS outputs (maps etc.). S/he will continuously support back-end scripting in **SQL, android, web** **applications** to facilitate reporting for the HICRA team. As the technical lead on GIS, s/he will be responsible for the application of GIS in HICRA, ensuring spatial data quality, geo-spatial analysis, drafting of maps, and production of web maps in alignment with the program MIS. S/he will work closely with the HICRA MEL team and take lead in developing strategies/guidelines for introducing MIS and GIS at the technical and implementing partners. S/he will design capacity development plans for technical and implementing partners in operationalization of MIS & GIS, and function as a help desk to assist technical and implementing partners as per need. S/he will continuously check the performance of the system and recommend necessary modifications to the MIS development and GIS. S/he will closely coordinate and mentor regional MEL professionals, and district and upazila-based implementing partner’s MEL staff at HICRA program area (Cox’s Bazar and the CHT districts). | |
| **SCOPE OF ROLE:**  **Reports to:** Senior Manager – MEL, HICRA.  **Dimensions:** Dhaka-based, with field visits as required 25-30% travel. Keep field level contacts with HICRA consortium (technical and implementing) especially MEL staff.  **Staff directly reporting to this post:**  Direct: MIS Specialist  Doted: MEL Coordinator (Cox’s Bazar), District Coordinator – MEL, Upazila MEL Officers  **Budget Responsibilities:** NA  **Key contacts**: Chief of Party (CoP), Director – MEL, Coordinator - CLA & KM, Technical Team Leaders, Technical Leads and coordinators, MEL Colleagues of consortium technical partners, Coordinators of consortium technical and implementing partners. | |
| **KEY AREAS OF ACCOUNTABILITY:**  **Strategic Direction:**   * Participate in the HICRA strategic and annual planning process, in ensuring that MIS and GIS aspects are incorporated * Lead the development and implementation of the MIS and GIS plan, including the performance monitoring plan (PMP), indicator matrix, data collection tools and methods, data quality assurance, data management and analysis, and spatial reporting to support measurement of achievement and progress of program effectiveness and quality. * Facilitate and support the use of MIS and GIS data and findings for programmatic decision making, collaborative learning and adaptive management, and learning, through feedback loops, reflection sessions, learning events, and knowledge management platforms. * Make recommendations on changes in program activities or management approaches based on evidence-based findings from MIS and GIS analysis of trends. * Ensure that HICRA delivers all internal and external MEL requirements in a timely manner and with high quality information. * Monitor MIS and GIS related risks identified in the Risk Management Matrix.   **Design, develop and operate/maintain MIS (android/web-based) across HICRA consortium**   * Act as a focal person to meet MIS standards and procedures to all HICRA program components across consortium partners (technical and implementing). * Coordinate with respective technical leads and program managers to gather primary data collection needs (types of data need, which form, how will be collected etc.) and design MIS to meet the needs. * Continuously check bugs in MIS application and recommend MIS development team for rectification as well as altering the system to comply with the need. * Prepare and implement capacity development plan for operationalization MIS in all the partners of HICRA * Lead the process of development and work with staff to exchange ideas on basic tools, methods of data collection, formats etc. * Share data collection formats among program staff to get concurrence on the tools that are going to be implemented through MIS techniques. * Take immediate measures to address critical issues that have adverse effects on smooth functioning of MIS operation and therefore need immediate attention. * Participate in designing the database as per requirements.   **Design, develop and operate/maintain GIS across HICRA consortium**   * Develop and maintain Geographic Information Systems (GIS) in cooperation with HICRA stakeholders, providing digital maps, map books, geographic databases, data files, and other mapping products. * Serve as focal point for implementing advanced GIS analysis processes/products, including producing maps of various sizes and complexity for HICRA consortium as needed. * Collect GIS data from a variety of sources, and generate tabular and/or graphic data sets to standard formats such as shapefiles, CSV, PDF, JPG, TIFF, etc. * Conduct advanced spatial analysis and modeling (e.g. to better understand natural hazard risk, or coverage and catchment area of existing and planned services). * Prepare platforms for data sharing, dissemination and visualization, including online platforms. * Maintain, update and expand GIS from automated data management and analysis to map production for factsheets. * Coordinate with members of the HICRA MEL colleagues and external partners to determine strategic direction on how to best apply GIS, visualization, and other related approaches, and oversee the deployment of new approaches. * Development and maintenance of MIS and GIS databases for the consolidation of planned assessment in HICRA. * Provide GIS training to HICRA staff across different tiers.   **Data collection, management, and reporting**   * Lead design of tools and formats with program staff that will be used to collect primary data from the remote locations (service sites, households, training venues, etc.). * Keep databases updated with content including output targets, HH profiles, staff, etc. * Design appropriate databases fulfilling the information and analytical needs of the program; set standards and procedures for data collection from sources, report automation and disseminate results to program staff. * Carefully examine user requirements and take initiatives to customize systems for optimal utilization, regularly review MIS processes to ensure technical support through integrating new procedures and/or modification of the existing one. Supervise the overall implementation process through MIS and relevant program management staff. * Troubleshoot MIS input devices e.g. laptops, Smartphone, tablets, PDAs, etc as deemed necessary. * Examine outages and ensure that MIS is functioning smoothly and relevant users have smooth access to it as per guideline. * Coordinate with program managers and PNGO staff in order to implement MIS processes and to ensure data consistency, accuracy, and timeliness.   **Develop ICT applications as per need**   * Develop ICT application for different independent monitoring, evaluation and research, especially real time review/evaluation/monitoring interface, automated analysis, and generate report. * Maintain labeling and activation of operation (Registration, Inventory, Output Matrix, Service, and Distribution etc.), user authentication, and group permission grants etc. as per requirements. * Examine real life operation processes including primary data source, necessary inputs based on output requirements and their inter-relationships. * Train relevant persons of HICRA consortium to operate the MIS and GIS applications developed to meet the special needs of program management. * Work closely with the MEL team, in different stages of the HICRA for effective use of MIS, GIS and ICT operations. * Establish and oversee a mobile, web based primary data gathering, as well as web based centralized progress monitoring. * Determine internal controls to ensure data accuracy, consistency and validation issues. Formulate necessary processes required to implement in order to ensure valid information flow through data management. Integrate internal control mechanisms thru entry forms as deemed necessary. * Oversee MIS based electronic data tracking process, record keeping and securing all transactions. * Protect unauthorized access to data as well as usage of data.   **Learning and Knowledge Management:**   * Ensure that appropriate mechanisms are in place so that MIS & GIS enable learning and inform adaptive management and strategic direction.   **Accountability:**   * Support the design and implementation of appropriate complaint and feedback mechanisms   **Reporting and Dissemination**   * Collaborate with HICRA studies, assessments, research and learning in coordination and cooperation with program staff. * Establish reporting processes to ensure that all MIS & GIS data are collected, documented, and collated in an accurate and timely manner. * Produce and disseminate regular and ad MIS reports, GIS maps, dashboards, and briefs * Ensure regular communication of MIS & GIS activities and contribute to the quarterly, annual report to donor and GOB * Promote high-quality analysis reports to illustrate HICRA’s impact and assessment findings.   **General**   * Collaborate and coordinate with the program’s technical leads, operations team, and partners to ensure the integration and harmonization of the MIS & GIS system across the program’s components and locations. * Participate in other internal and external meetings, workshops, capacity building initiatives and seminars as and when agreed. * Provide support to the team members to ensure uniform understanding of the work and responsibilities in relation to MIS & GIS. * Undertake frequent field visits to supervise implementation of MIS & GIS activities and provide guidance. * Guide and facilitate advanced capacity building of the team members on MIS, GIS, reporting, data analysis, learning and regular feedback. * Provide training on use of MIS and other ICT forms, data collection, data entry etc. as needed. * Provide technical support to the program team (across HICRA partners technical and implementing).   **Others:**   * Any other reasonable duty may be assigned that is consistent with the nature of the job and level of responsibility. | |
| **QUALIFICATIONS AND EXPERIENCE:**  **ESSENTIAL**  **Working experience:**   * At least 7 years of progressive experience in designing, developing, implementing and reviewing MIS and GIS strategies for complex development programs, preferably in the areas of economic growth and livelihoods, agriculture, natural resources management, water, sanitation and hygiene (WASH), and disaster risk reduction. * Prior experience with multi-sectoral, multi donor funded programs such as USAID, DFID or EU * Strong working familiarity with USAID requirements, regulations, and policies. * Experience in facilitating and supporting the use of MIS data and GIS-guided findings for programmatic decision making, adaptive management, and learning.   **Knowledge:**   * Strong knowledge of the Bangladesh context and priorities in the areas of economic growth and livelihoods, climate resilient agriculture, natural resources management, water, sanitation and hygiene (WASH), climate change, disaster risk reduction, market systems, and graduation. * Demonstrated knowledge and skills in applying USAID MEL policies, standards, and best practices, such as the ADS 201, the Program Cycle, and the CLA framework. * Solid understanding of quantitative and qualitative monitoring and evaluation methodologies, including skills in analysis, documentation and presentation of complex data/information.   **Skills:**   * Staff supervision * MIS & GIS activity management * Experience in providing technical guidance and capacity building on MIS & GIS. * Good organizational skills, the ability to pay close attention to detail and capable of reporting in a timely manner. * Excellent analytical, problem-solving, and decision-making skills, with the ability to work under pressure and meet deadlines accurately and on time; * Excellent report writing and presentation skills, and ability to present complex information in a succinct and compelling manner, and to use innovative forms of communication. * Excellent proficiency in relevant database programming languages and GIS applications * Willingness and ability to travel frequently to the program areas in Cox’s Bazar and the CHT districts, and other locations as required. * Capacity and willingness to be flexible and accommodating in difficult working circumstances. * Excellent written and verbal communication skills in English; a knowledge of Bangla would be advantageous * Highly diplomatic and emotionally intelligent with strong oral and written communication skills to influence others; * Politically and culturally sensitive with qualities of patience * Managerial/representational skills including:.   + Leading and inspiring others   + Networking with key stakeholders/collaborators   + Delivering results   + Developing self and others   + Problem solving and decision making   + Innovating and adapting   **DESIRABLE**  **Academic:** Master’s Degree, preferably in Geography, Statistics, Urban Planning, Social Science, Business Administration, or relevant discipline.  **Expertise:**   * Technical expertise in the areas of economic growth and livelihoods, natural resources management, water, sanitation and hygiene, and disaster risk reduction. * Experience in collaborating and coordinating with USAID and other external stakeholders on MEL-related matters. * Experience of working with international and national NGOs within a consortium arrangement. * Experience in developing and implementing effective accountability mechanisms that enable the program to receive, respond, and act upon feedback and complaints from the program’s beneficiaries, partners, and other stakeholders. * Experience working in Cox’s Bazar and Hill Districts.   **Attitudes:**   * Ability to work independently or as a member of the team, ability to thrive in a matrix organization, * Ability to be detail-oriented, and ability to manage stress effectively in a fast-paced environment. * Ability to maintain confidentiality on work-related matters. * Non-discriminatory and gender sensitive * Willing to work in remote, rural locations | |
| **Additional job responsibilities:**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | |
| **Health and Safety:**  The role holder is required to carry out the duties in accordance with FIVDB Health and Safety policies and procedures. | |