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| **Organization:** | **Friends in Village Development, Bangladesh (FIVDB)** | | | | |
| **Position:** | **Specialist – Management Information System (MIS)** | | | | |
| **Location:** | Cox’s Bazar | | **Contract Length:** | | Open ended/Regular |
| **Grade**: | III | | **Post Type:** | | Regular/Contractual |
| **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 Management Information System (MIS) Specialist will be responsible for overseeing the collection, management, and analysis of geo-coded activity performance data across HICRA Consortium for monitoring, evaluation and learning (MEL), analysis, reporting, and spatial presentation. This role involves supporting the MIS and data collection functions to systematically generate quality and precise data, facilitate geo-coded data collection and analysis, and streamline reporting processes regarding HICRA’s economic empowerment; ultra-poor graduation; water, sanitation and hygiene (WASH); natural resource management (NRM), and disaster risk reduction (DRR) priorities.  The MIS Specialist collaborates with cross-functional teams, provides technical expertise, and ensures the quality of data and information. Key responsibilities include supporting and managing MIS, facilitating data collection and reporting structures, and coordinating with partners. The MIS specialist is also anticipated to be a technical user of GIS, thus the position is expected to contribute in ensuring collection of geo-coded data within HICRA’s MIS. The role also involves rolling out capacity development plans for technical and implementing partners in operationalization of MIS, and function as a help desk to assist them as per need. Additionally, the MIS Specialist will closely coordinate and collaborate with regional, district and Upazila MEL colleagues. S/he will also be responsible to support adaptive management processes, travel to project areas, and ensure adherence to USAID’s policies. | | | | | |
| **SCOPE OF ROLE:** | | | | | |
| **Reports to:** | | Manager - MIS & GIS | | | |
| **Dimensions:** | | Cox’s Bazar-based, with field visits as required 25-30% travel | | | |
| **Staff directly reporting to this post:** | | Direct: | | None | |
| Doted: | | District MEL Coordinators, Upazila MEL Officers | |
| **Budget Responsibilities:** | | **None** | | | |
| **Key contacts**: | | Coordinator – MEL, Manager – CLA & KM, Deputy Chief of Party (DCoP), Technical Leads, Technical Coordinators, Program Managers of consortium technical and implementing partners, FIVDB Team. | | | |

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| **KEY AREAS OF ACCOUNTABILITY:** |
| **Strategic Support:**   * Ensure regional level implementation of the MIS plan, including the performance monitoring plan (PMP), indicator matrix, data collection tools and methods, data quality assurance, data management and analysis, and reporting to support measurement of achievement and progress of program effectiveness and quality. * Facilitate and support the use of MIS data and findings for programmatic decision making, collaborative learning and adaptive management, through feedback loops, reflection sessions, learning events, and knowledge management platforms. * Make recommendations on changes in program activities or data collection approaches based on evidence-based findings from MIS analysis of trends. * Ensure that HICRA delivers all internal and external MIS and MEL requirements in a timely manner and with high quality information. |
| **Ensure effective operation and maintenance of HICRA MIS and other ICT application**   * Work within the HICRA MEL Team to establish an effective standard MIS and assist in rolling out and implement the MIS software and infrastructure in line with the HICRA policies and guidelines * Support Manager – MIS & GIS to meet MIS standards and procedures to all HICRA result components across consortium technical and implementing partners * Assist and provide technical support and guidance to maintain quality MIS for HICRA * Update and review project performance using MIS which will include photos, geo-reference, graphical presentation and analysis of the field/project performance in consultation with other MEL team members and implementing partners. * Under the guidance from the Manager - MIS & GIS, 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 ensure that the HICRA MIS meets all feasible requirements. * Continuously check bugs in MIS application and recommend MIS development team for rectification as well as altering the system to comply with the requirements * Take immediate measures to address critical issues that have adverse effect on smooth functioning of MIS operation and therefore needs immediate attention * Assist in the development of new interfaces and management of real-time data in line with the HICRA MIS software * Coordinate with program managers and implementing partner staff in order to implement MIS processes and to ensure data consistency, accuracy, and timeliness. |
| **Data collection, Management, and Technical Support**   * Ensure utilization of MIS tools and formats with program staff that will be used to collect primary data from the remote locations (service sites, households, training venues, etc.). * Establish and oversee a mobile, web based primary data gathering information management system (beneficiary registration, service, grants, subsistence allowance, etc.), as well as web based centralized progress monitoring and commodity accounting system. * Support field staff in updating administrative inputs into databases like output targets, HH profiles, etc. * Ensure standards and procedures for data collection from sources, report automation and disseminate results to program staff. * Maintain labeling and activation of operation (Registration, Inventory, Output Matrix, Service, and Distribution etc.), user authentication, and group permission grants etc. as per requirements. * Regularly review MIS processes to ensure technical support through integrating new procedures and/or modification of the existing one. * Troubleshoot MIS input devices e.g. laptops, Smartphone, tablets, PDAs, etc as deemed necessary. |
| **Complaint and Feedback Response Mechanism (CFRM) and Accountability**   * Work with HICRA consortium program managers/coordinators to implement effective accountability mechanisms to meet standards and requirements of donors * Implement 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. * Implementation of appropriate complaints and feedback mechanisms as per current guidance, tools and SOP that are contextual, effective, accessible and safe for beneficiaries, and that ensure that complaints and feedback from beneficiaries, communities and NGO partners are recorded, reviewed, acted upon and shared widely across HICRA. * Support ensuring all staff at all levels, fully understand and promote accountability through training and coaching. * Report against accountability-related indicators and issues. |
| **Learning and Knowledge Management**   * Oversee and support data collection for annual surveys, assessments, studies and learning in coordination and cooperation with MEL and program colleagues. * Support reporting processes to ensure that all information and data is collected, documented, and collated in an accurate and timely manner. * Support HICRA in production and dissemination of regular and ad hoc MEL reports, data set, dashboards, and briefs that present the program’s achievements, challenges, and lessons learned. * Promote high-quality analysis reports to illustrate HICRA’s impact and assessment findings. * Train relevant persons of HICRA consortium to operate the MIS and other applications developed to meet the special needs of program management. |
| **General**   * Collaborate and coordinate with the program’s technical leads, operations team, and partners to ensure the integration and harmonization of the MIS across the program’s components and locations. * Coach other HICRA MEL team members to ensure uniform understanding of the work and responsibilities in relation to MIS and data collection. * Undertake frequent field visits to supervise implementation of MIS activities and provide on-the-job support and guidance. * Facilitate advanced capacity building of the team members on MIS, data analysis, learning and regular feedback.   **Others:**  **Any other reasonable tasks assigned by the Supervisor that is consistent with the nature of the job and level of responsibility.** |

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| **QUALIFICATIONS AND EXPERIENCE:** |
| **ESSENTIAL** |
| **Working experience:**   * At least 5-7 years of progressive experience in designing, developing, implementing and managing complex 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 of delivering large scale or 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 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 policies, standards, and best practices, such as the ADS 201, the Program Cycle, and the CLA framework. |
| **Skills:**   * 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 MS Excel, SPSS; experience in MS Access and Stata will be advantageous * 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 and Bangla; a knowledge of local dialect 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 |
| **Competencies:**   * Credibility * Inspiring others * Delivering results * Developing self and others * Problem solving and decision making * Innovating and adapting |
| **DESIRABLE** |
| **Academic:**   * Master’s Degree, preferably in Geography, Urban Planning, Informatics, 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 HICRA Health and Safety policies and procedures. |