INSO
INTERNATIONAL NGO SAFETY ORGANISATION
Analysis & Advice for Humanitarians

Position: Information Officer
Reports to: Information Manager
Duty Station: Juba
Start Date: As soon as possible

INSO does not charge fees of any kind at any stage of the recruitment process (i.e., during the application process, interview meeting or training), and will not ask for employee information or bank account details, until a contract has been signed.

Organization Background

The International NGO Safety Organisation (INSO) is an international charity that supports the safety of aid workers by establishing safety coordination platforms in insecure contexts. INSO provides registered NGOs with a range of free services including real-time incident tracking, analytical reports, safety related data and mapping, crisis management support, staff orientations and training.

INSO services help NGOs with their day-to-day risk management responsibilities and improve their overall situational awareness to support evidence-based humanitarian access decisions.

Today, INSO provides daily support to more than 1,000 NGOs in 14 of the world's most insecure countries and has earned a strong reputation for performance, principles & professionalism.

INSO South Sudan

INSO South Sudan launched operations in 2018 and currently assists 236 NGO partners in South Sudan. The programme provides the NGO community with tailored safety support through three main services: Capacity Building (provision of training to humanitarian workers); Information and Advice (provision of regular context reports, risk assessments and tailored advice on humanitarian access); and Response (support during crisis and critical incident management).

Job Summary

Reporting to Information Manager South Sudan, the Information Officer is responsible for managing the registration of NGOs, including the maintenance and update of the registration database; maintaining the incidents database; producing summary statistics for INSO reports in INSO South Sudan; managing IT related issues, including maintenance of software and hardware in the office.

Key Responsibilities

1. **REGISTRATION OF NGOs**

Oversee, manage, and maintain NGO's registration with INSO:
- Develop and maintain a thorough understanding of the INSO NGO registration guidelines as detailed in the Service Delivery Standards.

- Communicate with NGOs the registration requirements and services that INSO provides.
- Assist INSO South Sudan with the NGO vetting process.
- Maintain both the electronic and hard copy databases for all registrants.
- Engage pro-actively in the maintenance of the Comprehensive NGO Registration Database, including:
    - Ensuring that email addresses are free of errors and complete when entering them into the database.
    - Not registering any names/emails/phone numbers where an input error is suspected.
    - Not registering any names submitted if one suspects that they are not an NGO.
    - Using *INSO Partners' Portal* to identify expired email addresses and input errors to be corrected.
    - Maintaining the Country Directors' list up to date.
    - Update the NGO registration electronic databases and provide to Information Manager per the weekly schedule or on request.
- Communicate with NGOs regarding registration guidelines and updates.
- Liaise with Field Offices regarding registration queries and support.
- Communicate to Information Manager any issues or queries regarding registration.

2. INSO INCIDENTS DATABASE

Update and manage INSO incidents database:
- Develop and maintain a thorough understanding of INSO's coding guidelines.
- Consistently adhere to coding guidelines regarding weekly incident coding requirements.
- Consistently adhere to the weekly coding deliverable schedule.
- Communicate to Information Manager any queries or clarifications regarding coding.
- Take a role in CHDC management and data clean up.

3. PRODUCTION OF STATISTICS
- Produce weekly, biweekly, quarterly, and ad-hoc statistics (tables and graphs) as indicated by supervisor to support INSO security reports.

4. SECURITY AND CONFIDENTIALITY OF THE INFORMATION

Follow INSO security policies and procedures:
- Develop and maintain understanding of INSO's IT/IM Security Policy.
- Maintain the confidentiality and security of all NGO information.
- Maintain the confidentiality and security of any documentation/procedures as outlined by his/her supervisors.
- Maintain the confidentiality and security of all INSO data.

5. IT SUPPORT

Provide information technology support to the country program:
- Assist in the regular maintenance of hardware (computer systems, phones, and communications systems).
- Assist in basic troubleshooting of program devices and telecommunications as issues arise.

- Assist in monitoring internet performance.
- Assist in maintaining inventory of IT equipment.

The position and duties of this position requires a great degree of flexibility and adaptation. Hence, within reasonable limits, the Information Officer might be required to carry out tasks that may not be explicitly detailed in this job description but are aligned with INSO principles and mandate.

Key Requirements

- Bachelor's degree in management information systems (MIS), computer science, information systems, or information technology.
- At least 2 years of experience in database management.
- Advanced proficiency in Microsoft Office Suite (Excel, Publisher, PowerPoints, etc.).
- In-depth knowledge of database technologies, architecture, and data security.
- Knowledge of best practices in database management.
- Exceptional organizational skills and attention to detail.
- Excellent interpersonal and communication skills.
- Basic skills in statistics and pictorial representation of data.
- Basic skills in Geographic Information System (GIS) is an added advantage.

Terms and Conditions: *Renewable Annual Contract (probation period during the first three months), salary according to INSO salary grid, 21 working days annual leave and, medical coverage for the employee and up to 4 dependents.*

INSO's Safeguarding Policy

INSO is fully committed to safe recruitment, selection and vetting of all potential new staff, trustees and volunteers and we will ensure rigorous compliance with our Code of Conduct and Safeguarding policy throughout the recruitment process. As such, the following safe recruitment practices will be applied:

- All offers of employment will be conditional on receiving at least two satisfactory professional references.
- INSO will ask candidates about significant gaps in employment history or frequent changes of employer and address.
- All essential qualifications and relevant professional accreditations and memberships will be verified.
- The successful candidate will be required to provide a valid proof of identity (ID card).
- All new hires will receive an orientation in INSO's safeguarding policy and procedures and associated documents (Code of Conduct, Whistleblowing etc.).
- All new hires will be required to sign and abide by the Code of Conduct as a condition of employment.

How to Apply

Interested applicants are requested to send the following to **jobs@ssd.ngosafety.org** by close of business on **16 July 2021,** with reference "**INSO Information Officer**" in the subject line of your email.
- Cover Letter specifying how you meet the mandatory requirements, your motivation in applying, and what you hope to bring to INSO South Sudan (**1-page maximum**).
- Up-to-date CV (**2 pages maximum**).
- Contact information for 3 referees (preferably work-related and from previous line managers)

Please do not send any additional information (such as certificates, copies of diplomas, other writing samples, etc.) with the initial application.

Alternatively, applications in hardcopy can be submitted in a sealed envelope to our Juba office in Thongpiny, Florian Road (off Airport Road, near Kilimanjaro Apartments), **Plot No.479 Block 3k-South**, clearly indicating "**INSO Information Officer**" on the envelope.

Only candidates that strictly follow the instructions above will be considered. Only shortlisted candidates will be contacted.

Fabrice Lunda
Ops Manager