Job Specification: Senior Information Management Manager, Lao PDR

Department:	Operations
Scale:	PSM 4
Line managed by:	Technical Operations Manager (TOM)
Responsible for line managing:	Information Manager
Location:	Vientiane and visit field locations

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG's Mission is to save lives and build safer futures. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

MAG's Values. Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

DETERMINED - we work with purpose
EXPERT - through excellence and expertise we build trust
INTEGRITY - we strive to do the right thing
COMPASSION - people come first in everything we do
INCLUSIVE - we are inclusive, and we value diversity

Job Purpose: MAG Lao is an established programme; however, it is operating an outdated Information Management System. The Senior Information Management Manager (SIMM) will be responsible for the provision of specialist information management systems technical advice and information management staff capacity building initiatives, to overhaul, update, and improve the MAG Lao Information Management System into a modern, fit-for-purpose, product. The overall objective is to ensure that MAG Lao will be compatible with future internal and external information management system reporting requirements such as MAG OMIS and IMSMA Core. The SIMM will report to the TOM.

The SIMM shall ensure that programme's Information Management System can efficiently and effectively, collect, validate, analyse all operational data to meet all internal and external operational information reporting requirements of the programme. The SIMM will need to coordinate and collaborate with programme internal departments; information management team, operational teams/staff, grants and communications team and external entities such as MAG's Global Programme Information Management Unit (PIM) and the Lao National Regularity Authority (NRA) Information Management (IM) department. The IMM shall ensure that operational information is presented to operational decision makers and other stakeholders that require progress on operational outputs, deliverables, and donor reports, in an updated and compatible format that is accurate, validated and quality control checked in order to uphold MAG's reputation for transparency and integrity.

Job Description

The SIMM is primarily responsible the provision of information management (IM) systems specialist advice, leadership and staff capacity building initiatives to update and improve the current MAG Lao information management system into a modernised IM system to support the deployment of OMIS / Global IMS and ensure its compatibility with IMSMA Core . To achieve this, the SIMM will be expected to fully grasp the current system, utilise a previous MAG Global PIM visit report (and collaborate with the PIM Unit) and forge proactive working relationships with the relevant MAG Lao departments to coordinate, strengthen and improve knowledge and efficiency of the programme's IM department. To also develop an updated, compatible, and future proof IM system that is supported by knowledgeable, competent and well-trained IM systems staff members. The SIMM shall update procedures, workflows and processes, and IM staff proficiency, to maximize the efficiency and effectiveness of the programmes IM systems whilst establishing improved levels of compliance with IMAS, NMAS and best practices.

- Provide specialist information management systems support and oversight to the MAG Laos programme with a primary focus on updating the existing information system to meet future needs of MAG OMIS and IMSMA core reporting requirements and interoperability.
- Utilizing the 2024 PIM visit report (and in collaboration with the PIM Unit) conduct an initial assessment of the programme's IM capabilities, workflows and processes. Then produce a plan of corrective actions and improvements for the TOM/Senior Management team (SMT) to clearly detail equipment, software, process and procedural needs (including the need to comply with MAG Global IM governance), staff training requirements and capacity building initiatives within a realistic timeline.
- Assess, standardize, clean-up and merge existing information datasets into consolidated datasets per activity and address historical inconsistencies across previous years, provincial differences and software versions.
- Assess, improve and streamline existing processes and workflows. Set out clear roles and responsibilities for operational staff (with reporting/data capture responsibilities) and IM staff. Define clear boundaries for 'reporting up' needs of operational data, and/or the 'back-flow/operational user needs' of information from IM department back down to operational teams such as progress charts and/or operational field mapping requirements.
- Assess and integrate CL/EORE data and information management from the CL department to fall under the management of the IM department through collaboration and revised workflows.
- Implement, in coordination with the PIM unit, the pilot of CMRS data management in ArcGIS Online.
- Ensure the proper updates for mobile data collection forms and that mobile data collection devices are being used correctly.
- Assess, improve and where required, integrate, workplans and monthly operational reporting data working closely, and in collaboration with, the Grants and Communications Manager and team. To review, update, design, and implement, suitable and effective operational information monitoring and evaluation tools to support efficient grant reporting, proposal development, and donor engagement requirements.
- Review and implement a robust and clear system to manage the link between operational outputs and the grant monitoring processes to ensure full accountability. Set-up a clear process for the effective management, control, coordination and accurate logging of approved amendments and/or adjustments to operational tasks/workplans and agreed donor outputs. Ensure that this process encompasses the relevant members of operational staff, IM staff, grants and comms staff and the team responsible for liaison with the GoL MOU processes, to ensure all parties are aware of any approved amendments and/or adjustments.
- Facilitate, nurture and strengthen the IM team staff members skills in IM processes and procedures, plus build their knowledge and proficiency in the use of the ESRI suite of products such as Arc GIS Pro, Survey 123 and Arc GIS Online to ensure a smooth transition to the next-generation information management systems.
- Develop and rollout suitable training packages for field workers and mobile/tablet application users. Ensure the effective use of the mobile/tablet applications, to promote a positive user experience and improved understanding of field worker roles and inputs with regards to field data capture requirements.

- Assess and provide technical guidance and expertise to, and coordinate with, the Head of Support Services (HoSS) on any provision and/or suitability of appropriate hardware (tablets and laptop/desktop needs) and software subscriptions/license requirements to ensure any budget and procurement needs are planned and considered.
- Assess, and where required overhaul, the programmes compliance with regards to IM Governance. Ensure an IM Governance framework is established that possesses clear guidelines with regards to how data is collected, stored, accessed and used across various departments and stakeholders. The IM governance framework is to ensure that data quality, security, compliance and alignment with organisational goals is established and maintained.
- Assess, develop and establish clear information validation checks and processes, backed up by robust and appropriate levels of quality assurance (QA) and quality control (QC) checks to ensure that the information management system 'end user product' meets the requirements, standards, reliability, performance and expectations of the final deliverables.
- Assess, improve and develop where required, effective standardized data storage processes (hard and soft copy documentation) to reduce duplication, minimize errors, and increase consistency of data/information from approved validated data sources.
- Define a clear process to handle legacy datasets (e.g. MAG Laos data from 1994-2014) to integrate them in the new system and/or archive them properly.
- Ensure that effective and secure means of data/information back-ups are performed at predetermined time periods and that back-ups are securely managed/maintained to prevent data loss and unauthorised access.
- Monitor, assess and provide input into the programmes DGPS pilot project, with the intention to increase the use of DGPS systems across the programme.
- The SIMM will act as the key specialist focal point between MAG Laos and the NRA IM team (who manage the current NRA IMSMA NG6 database) and plans to transition to IMSMA Core in 2026. The SIMM will ensure that the MAG Laos programme will be prepared to support the transition process and is able to fully interact with the NRA IMSMA Core system when it comes online.
- Represent MAG in national (or regional) IM forums.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises. Some Job Descriptions may be supplemented by specific Terms of Reference.

All staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives.
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities.
- Undertake and apply learning from appropriate training and development programmes.
- Undertake a role in developing countries and areas in a conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

Person Specification

Essential Skills

- Field experience in relevant IM/GIS operational approaches and methodologies.
- Experience in undertaking quality assurance and monitoring and evaluation of IM/GIS projects.
- Strong experience in GIS.
- Experience in spatial analysis applied to performance analysis mapping, contamination mapping and others e.g. flood, earthquake etc.

- Excellent spoken and written English.
- Strong track record in progressively responsible experience in implementing and managing IM/GIS projects.

Essential Competencies

- Strong skills in working with ESRI ArcGIS and related tools (ArcGIS Online/Enterprise; GIS mobile and desktop applications).
- Experience in managing various databases (FGDB, SQL DB, etc.)
- Experience in designing data collection forms (Survey123, ODK, CommCare, etc.)
- Knowledge of surveying tools (handheld GPS, DGPS).
- Advanced knowledge in computer handling and data acquisition.
- Advanced knowledge of Microsoft Applications (particularly Excel).
- Strong data analysis and visualization skills.
- Ability to establish efficient professional working relationships with stakeholders including national and regional authorities.
- Experience in implementing information management systems and developing supporting policies and procedures.
- Experience in working collaboratively to improve data management practices.
- Ability to train and develop staff in information management techniques
- Excellent verbal, written and presentation skills.
- Ability to produce high-quality reports for internal and external distribution (knowledge of data driven map production)

Essential Aptitudes

- Proactive and solution-oriented
- Self-motivated, flexible and enthusiastic approach to work
- Ability to prioritize and meet deadlines
- Committed to achieving and furthering MAG's goals
- Be adaptable, flexible, and able to work flexibly occasionally in field environments
- Ability to prioritise, manage a heavy workload and work well under pressure

Desirable

- Experience with programming languages (Python, SQL, etc.)
- Experience in creating databases and formats with ESRI suites such as Arc GIS/Survey 123
- Experience working with IMSMA^{NG}
- Knowledge of IMSMA CORE
- Knowledge of ArcGIS Enterprise

Signed employee:	**Date:**
Signed manager:	**Date:**

May 2025