Job Specification: Database Project Manager (ArmsTracker)

Department:	Programmes
Scale:	PSM 3
Line managed by:	Regional Head of Programmes (RHoP)
Responsible for line managing:	N/A
Location:	Initially based in Burkina Faso or Sierra Leone with frequent travel within the Sahel and West Africa region, as required by operational needs

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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'.

Job Purpose:

ArmsTracker is a software solution created by the Centre for Armed Violence Reduction (CAVR) and further developed in partnership with MAG.

The software aims at filling the common gaps in national arms and ammunition control systems by enabling simple, accurate record-keeping and enforcement of weapon laws in local languages. Available only to relevant government agencies, this simple but powerful software digitises arms and ammunition records and can improve import, export, transfer and brokering controls; owner and small arms documentation; stockpile management and seizure capacity.

The Database Project Manager for ArmsTracker will be responsible for assisting clients and partners and providing technical support and guidance. As each installation is tailor-made for the relevant government agency to enforce national and regional laws and to complement existing systems, the Database Project Manager (PM) is responsible for ensuring collection of needs and designing responses with the direct support and coordination of CAVR.

The PM is responsible for conducting consultation, then leading on customisation and installation. She/He will design and implement user and stakeholder training and ensure on-going engagement.

Key responsibilities include:

- Provide guidance, support and training to partner agencies based on the needs identified for the installation and use of ArmsTracker and other support software
- Ensure sustainable training of users and training of trainers
- Ensure strong coordination between partner agencies, MAG and CAVR, proactively reporting challenges and suggesting solutions
- Develop effective relationships and networks with stakeholders including national and local authorities, donors, UN agencies, national partners, NGO forums, the wider NGO community and commercial operators, as relevant
- Support the programme in identifying and pursuing opportunities to expand MAG programmes and activities in new locations within the region

Job Description

Project delivery

- Configure and maintain both MAG and client agency devices with ArmsTracker, Zoom and other support software
- Lead their deployment to pilot facilities; assist local staff with technical setup and software
- Arrange and attend online training sessions; continue as regional trainer of trainers
- Provide technical assistance and troubleshooting, user acceptance testing, updating, implementing and maintenance procedures
- Support and monitor other frontline staff who install ArmsTracker and train its users
- Advise client agencies on integrating ArmsTracker with existing systems, data security, IT networks and routines
- Document client requests for ArmsTracker customisations, then arrange with MAG/CAVR
- Plan and manage a regular contact routine with client agencies to install software updates, solicit feedback and train replacement users to ensure sustainability
- Liaise with MAG, CAVR and other stakeholder partners and local staff to ensure success
- Regularly ensure that the solution provided to each agency continues to meet its evolving needs and requirements

Representation

- Across the countries defined, act as a focal point for the ArmsTracker project for all relevant stakeholders together with other key senior staff members
- Inform the Regional Programmes Manager (RPM)/RHoP of any potential problems related to external relationships and provide pro-active solutions to action
- Develop and maintain effective working relationships with external stakeholders
- Ensure all relevant parties are kept informed of MAG activities as appropriate

Project reporting and communication

- Ensure regular flow of photos and case studies from project to the Senior Programme Officer (PO) and RHoP

Contract management & reporting

- Ensure that robust information management, data collection and reporting systems are in place as delegated.
- Ensure that all activities are implemented in line with donor requirements and in accordance with MAG, country and international standards, rules and regulations.

All International 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 the role in developing countries and areas in 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

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.

Person Specification

Essential Experience

- Strong command of software development, including experience in analysing users' needs, designing, and testing
- Experience in database administration function
- Experience in training of software users
- Experience of developing and supporting projects including implementation, management, monitoring and evaluation and contract compliance
- Experience in training of trainers

Essential Skills and Knowledge

- Excellent communication and interpersonal skills, with the ability to establish effective working relationships at all levels internally and externally
- Excellent organisational skills with the ability to coordinate multiple activities sometimes with conflicting deadlines
- Proven ability to motivate and develop a teamwork
- Ideally fluency in both French and English. Fluency in French as a minimum

Essential Aptitude

- Proactive, flexible and positive approach to work with the ability to find creative solutions to challenges
- Determined and committed to high quality standards
- Ability to meet deadlines and work calmly under pressure and manage own stress
- Ability to represent and promote MAG
- Ability and willingness to work with uncertainly and demonstrate good judgment
- Self-motivated, flexible and enthusiastic approach to work
- Ability to work independently and operate alone
- Ability and willingness to live and work in a potentially insecure and politically sensitive environment requiring diplomacy
- Ability to undertake frequent travel within the region

Desirable

- Experience of working in a humanitarian emergency response situation
- Experience in Humanitarian Mine Action / Weapons and Arms Management
- Experience of MAG systems and procedures

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

June 2022