 Médecins Sans Frontières (MSF) is an international humanitarian aid organization that provides assistance in more than 60 countries to populations in distress, to victims of natural or manmade disasters and to victims of armed conflicts, without discrimination and irrespective of religion, creed or political affiliation. To enhance our support from Brussels, the Logistics Department is looking for a:

**Information Manager (m/f)**

04/05/2016

**Context**

The Operational Logistics is a very specific and well-known force of MSF. Beyond the fulfilment of basic logistic needs, logistics is a solution-driven and innovative force that helps to build and realize operational projects. More so, logistics is key to operational tactics; i.e. the capacity to unfold and maintain our activities in the field, even under the most critical conditions. The department must by all means participate in the elaboration of operational tactics from a logistical point of view.

Unfortunately, the logistics department is, at all levels, producing an important volume of information that is partially or even not used in the decision making process. And that information is difficult to reuse.

The position of Information Manager guarantees a support to any user of the log department to get the best benefit of the tools and information system the department has been developing, and advises on which system we should move forward.

He/she guaranties a better production, use and dissemination of the information. He/she evaluates the coherence between all documentation published in the logistic portal.

**Nature of function**

The Information Manager has a collaborative interaction with the Learning Development Unit, ICT department, LogCells, the Back Office and the field users.

The information Manager is an active member of the Knowledge Information Team. He/she has transversal links with key stakeholders about Knowledge and Information management.

**Mission**

The objective of the Information Manager is to make the logistician at every level as autonomous as possible through data system and production, and dissemination of relevant information.

**Job Profile**

**Conducting the process of knowledge sharing**

1. Develop and implement the transfer of knowledge methodology (how to transform the knowledge to be transferable),
2. Ensure the existence of a running and used platform for the base of knowledge,
3. Support all the producers of information to make knowledge and experiences available in an appropriate way,
4. Ensure that the field knowledge is linked with the communities,
5. Lead all the pilot projects related to information and knowledge.

**Administrator for logistical data systems**

1. Promote, disseminate the information and measure the impact of the information and of its accessibility,
2. Supervise/monitor the existing systems and ensure a coherence between them,
3. In liaison with ICT department, propose opportunities to improve the data collection system and propose solutions,
4. Communicate any analysis or trends that could benefit users,
5. Report general trends to the logistics department on a monthly and quarterly basis,
6. Propose indicators to monitor and adjustments when necessary.

   a. **More specifically on the Logistic Reporting System**
      
      - Ensure the continuity of the development and the deployment,
      - Assist the OCB-users in a better understanding on how to use the LRS,
      - Administrate the LRS; manage user rights, adapt indicators and give help desk assistance where needed,
      - Be a focal point for the LRS software developers,
      - Continuously monitor and evaluate the LRS and develop future improvements (functionality and indicators).
b. More specifically on the (Offline Online Platform System)
   - Update the OOPS log with the documents that the responsible of content will provide,
   - Challenge the consistency between silos and information,
   - Participate and propose additional developments of the OOPS log.

c. More specifically on the Field support system
   - As referent for logistic department, monitor and administrate the use of the system,
   - Supervise the functioning and the moderators of the community portal,
   - Supervise the dispatch of the tickets,
   - Work in close collaboration with the relevant stakeholders to enhance the system.

Development of new systems
He/she is the project manager for the development of new platforms/tools or supervises the delegation.
   - Interact with all relevant MSF and non-MSF actors to overview opportunities
   - Create and maintain partnerships/contracts with companies
   - Manage all the studies and requirements/specifications to elaborate new systems
   - Stimulate innovation within the Logistics Committee
   - Ensure the existence of a base of knowledge for all the systems
   - He/she is in charge of the maintenance of the systems.

Candidate profile

- Minimum 3 years of experience in information management
- Field experience within the humanitarian world (organisation) is an asset
- Advanced communication skills
- Computer skills: proficiency in MS Office Suite, good knowledge of information diffusion platforms (CMS, social media...)
- Excellent french/english writing

Competencies

- Demonstrate creativity and the use of communication tools and practicies
- Client-oriented
- Relevant experience in project and change management and in the use of tools and software packages
- Demonstrated leadership in developing a team-oriented approach, collaborative environment
- Ability to adapt quickly and respond to changing work situations and priorities
- Excellent communication, problem solving and analytical skills
- Ability to elicit cooperation from senior management and other departments

Conditions

- Open ended contract - Full time - based in Brussels (Ixelles).
- Hospital insurance (DKV) - pension plan - canteen - 100% reimbursement for public transport costs
- Starting date: immediate.

Deadline for applications: 26th of May 2016
Curriculum Vitae and covering letter to be sent by e-mail to Recruit-HQ-Log@brussels.msf.org with “Information manager” in the subject.

Only shortlisted candidates will be contacted.