

Job Title: Temporary Business Support Assistant(VAM)-SSA4

Requisition # 59882 - Posted 03/08/2017 - Short Term-SSA WFP - Africa, Central & Eastern - Rwanda - Kigali - (English; French) - BUSINESS SUPPORT

ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

JOB PURPOSE

WFP is looking for a qualified and dynamic Rwandan to fill the position of Business Support Assistant to support Vulnerability Analysis and Mapping (VAM) in its the mobile vulnerability analysis and mapping (mVAM) operations.

KEY ACCOUNTABILITIES (not all-inclusive)

Under overall supervision of the VAM Officer, and direct supervision of Programme Associate-VAM, the Business Support Assistant shall perform the following duties:

- Manage and operate as mVAM call center operator receiving and pressing call to mVAM sampled respondents and act as link mVAM and CFM (for those call that overlap)
- Manage the IVR callback database and follow up on all call received through IVR in absence of operator
- Regularly update and maintain mVAM contacts database using information from camp surveys (PDM, FBM) and, when not sufficient visit sites to collect such information
- In collaboration with client units, regularly update and maintain the CO mVAM information matrix and update or create new data collection tools based on identified needs
- Conduct weekly/bi-weekly phone surveys to WFP project sites and other areas of interest (markets, cooperatives, Key informants) to collect information such as weekly market prices, admissions to nutrition programmes, confirmation of food receipts and stock levels and more as stated in the CO mVAM information matrix
- Use the market prices database quality reports to follow-up and correct data issues that may arise from typo and other data inconstancy issues
- Use ONA Dashboard and other tools to store, pre-analyze and visualize collected data
- Submit timely and clean data to respective client units for further analysis and reporting
- Produce weekly/monthly reports on call made, challenges, lesson learnt, summary of incentive to successful interviews and draw recommendations for improvement
- Conduct field visits where necessary for mVAM sensitization and awareness
- Perform minor and major analysis of data collected though mVAM and provide summary tables for further analysis

- Perform other related duties as required.

STANDARD MINIMUM QUALIFICATIONS

Education: Completion of University degree in information technology, Business Administration or Social Sciences.

Experience: At least two years of progressively responsible job-related experience.

Language: Fluency in written and spoken Kinyarwanda and English.

OTHER SPECIFIC JOB REQUIREMENTS

- Proven experience call centre and mobile data collection services
- Strong computer literacy including use of Excel, access, SPSS
- Experience in community work with refugees, including protection, gender matters. Tolerance for difficult working environments.
- Understanding of IT technologies including mobile phone applications.
- Ability to analyze information and write professional reports and to correspond in a clear and concise manner.
- Interpersonal skills and communication and inter-cultural sensitivity.
- Experience in working with national and local government will be a definite advantage.
- Self-starter and able to work with minimum supervision

Knowledge of WFP procedures will be an added advantage

TERMS AND CONDITIONS

- Duration of Post is six Months

- Contract type- Special Service Agreement(SSA)

- Equivalent to GS4 level on SSA

DEADLINE FOR APPLICATIONS

10 July 2017