

Job description: *Information Management and Stakeholder Relations Officer*

Salary grade: *B*

Reports to: *Director of Network Engagement and Communications*

Direct reports: *N/A*

Job Purpose:

This role will support the CHS Alliance by managing the day-to-day administration of information systems, ensuring accurate and efficient handling of membership and program data, and promoting good data governance to strengthen relationships with members and other key stakeholders.

Position Summary:

The Information Management and Stakeholder Relations Officer will provide essential support in managing data and stakeholder relationships for the CHS Alliance. The role focuses on the day-to-day administration of membership applications and membership records (50% of role), and providing support on information management for strategic initiatives, including the Harmonised Reporting Scheme, the Misconduct Disclosure Scheme, the Investigator Qualification Training Scheme and CHS LOCALED (50%).

Key responsibilities include maintaining up-to-date and accurate membership records, processing new membership applications, managing stakeholder engagement tracking, and handling membership and information queries. The officer will ensure efficient database management, including the tracking of participant engagement, maintaining contact information, and generating reports to support data-driven decision-making.

The role will also involve supporting data analysis and visualization, ensuring data accuracy and quality, and leveraging Salesforce to streamline processes and improve efficiency across initiatives.

Main Responsibilities:

1. Membership management

- Monitor and respond to/ refer general information queries and membership requests in a timely manner as appropriate.
- Providing information on membership to colleagues and external parties. This includes communication with prospective members, tracking membership prospects, and setting up briefing calls.
- Implement the membership application procedures and processes, including reviewing applications, conducting due diligence checks, corresponding with applicants and distributing membership materials
- Creating and sharing membership welcome pack materials, including managing induction meetings for new members at regular intervals
- Coordinating and communicating training offers for new members, such as the CHS Introductory offer

- Supporting the Director of Network Engagement and Communications with information packs and reports for the quarterly MNC and Board meetings
- Implementing procedures for invoicing members and removal of membership as required

2. General Data Maintenance, Analysis and Reporting

- Perform data entry, maintenance, and validation within Salesforce and other CRM systems, ensuring data integrity and accuracy across all departments of the Alliance.
- Develop and maintain trackers to monitor reporting and membership and participant engagement.
- Conduct regular data cleaning and updates to ensure consistency and reliability.
- Support data analysis to identify trends, gaps, and insights, providing actionable recommendations to project teams.
- Create compelling visual representations of data, including charts, graphs, and infographics, to support internal and external reporting.
- Prepare regular and ad-hoc reports for management, donors, and other stakeholders, summarizing key insights and data trends.
- Support the IT Focal Point in the consolidation of the Alliance's Information Management Systems for better data governance and knowledge sharing.

3. Salesforce Administration

- Serve as the primary day-to-day administrator for Salesforce, managing routine tasks and ensuring the platform supports organisational and project needs.
- Assist in setting up and managing automated processes, such as workflows and notifications, to send reporting reminders to participant organisations, ensure timely and accurate reporting, and follow up with organizations that have not submitted required data.
- Liaise with service providers for any developments needs as required.

4. Participation management for the Harmonised Reporting Scheme

- Oversee participant engagement for the Harmonised Reporting Scheme, ensuring effective tracking, organisation, and follow-up.
- Provide timely responses to participant queries and information requests.
- Support the onboarding process for new reporting focal points, including the completion of information sharing protocols, set up of profiles in Salesforce, platform induction, and incident reporting guidelines.
- Develop and maintain systems to track participant engagement and outreach, ensuring consistent and timely communication.
- Assist in the coordination of activities, events, and workshops by managing participant contact lists, tracking attendance, and gathering feedback.

Key contacts:

Internal: Network Engagement and Communications team, IT Focal Point, Harmonised Reporting Scheme Project Lead, Programmes staff as relevant

External: Members and prospective members, participants in initiatives, other stakeholders

Person Specification

Competencies

- **Attention to Detail and Delivering Results:** Meticulous approach to data management and organisation, focusing on accuracy and dynamic execution to deliver impactful results.
- **Problem-Solving:** Proactive in identifying issues and implementing effective, structured solutions.
- **Collaboration and Communication:** Works effectively in cross-functional teams, with strong abilities to respectfully listen, respond, and adapt communication to different cultural and contextual needs, both orally and in writing.
- **Inclusivity and Cultural Sensitivity:** Demonstrates a strong understanding of diversity, gender, and inclusion, with adaptability to work in various cultural contexts.
- **Time Management:** Proven ability to prioritise and plan effectively, working in a structured manner and meeting deadlines.
- **Creative Thinking:** Curious and open to exploring alternative or unconventional ideas and solutions.
- **Living CHS Alliance Values:** Committed to teamwork, integrity, excellence, mutual respect, and care for others.

	Essential	Desirable
Qualifications:	Bachelor's degree in Data Science, Information Management, Computer Science, Social Sciences, or a related field.	
Experience:	Experience in client relations or customer support. At least 3-5 years of experience in data management, preferably within the aid sector.	
Knowledge:	Prior experience with Salesforce is mandatory.	
Skills:	Technical Skills: <ul style="list-style-type: none"> • Proficiency in Salesforce administration, including creating custom objects, workflows, and reports. 	<ul style="list-style-type: none"> • Experience with data visualization tools (e.g., Salesforce Reports, Power BI, Tableau)

	<ul style="list-style-type: none"> • Strong knowledge of data management tools, databases, and Microsoft Excel. • Competence in managing large datasets, conducting data cleaning, and performing data analysis. <p>Analytical Skills: Ability to interpret complex data sets, identify patterns, and translate them into actionable insights.</p> <p>Organizational Skills: Strong ability to manage, structure and follow up on multiple trackers, coordinate participants' follow-up, and ensure the accuracy of all data processes.</p> <p>Communication: Excellent written and verbal communication skills, with the ability to present data insights clearly to both technical and non-technical audiences.</p>	
Language:	Proficiency in English	French, Arabic or Spanish is a strong plus
Behaviour	<ul style="list-style-type: none"> • Proven integrity - upholding and promoting the highest standards of ethical and professional conduct and abiding by the CHS Alliance Code of Conduct. This includes refraining from acts of misconduct, respecting the CHS Alliance's standards and the dignity of those whom the Alliance pledges to assist and with whom they have contact. • Commit to the CHS Alliance values, vision and mission 	

Terms and conditions:

Salary: 31'500 – 36,000 GBP

Location: London, UK

Contract type: 100%, 12-month fixed term contract – with possibility to extend

Start date: Ideally March 2025

IMPORTANT NOTICE:

The CHS Alliance has a zero-tolerance policy towards the abuse of power, exploitation, bullying, harassment and discrimination and towards fraud and corruption.

As representatives of the CHS Alliance, staff behaviour must be seen to be of the highest standard and in keeping with the CHS Alliance vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks. As part of these checks, the CHS Alliance is participating in the [Inter-Agency Scheme for the Disclosure of Safeguarding-related Misconduct in Recruitment Process within the Humanitarian and Development Sector](#). The participation in this Scheme requires the CHS Alliance to seek information about candidate's misconduct (including sexual exploitation, abuse and harassment) with any previous employers for at least the past five years.

How to apply:

Interested candidates should submit their applications by email to: recruitment@chsalliance.org

Applications shall include a **CV and a motivation letter**. Please mention ***your name and the vacancy reference*** in the subject line.

Deadline for applications: *11th February 2025*