Job Description
Information Management and Stakeholder Relations Officer

Reports to: Head of Operations (or TBC)
Supervisory responsibilities: none
Start Date: As soon as possible (rolling screening/interviews)
Location: Nairobi, Kenya
Contract Type: National contract - Full time (modalities yet to be determined e.g. direct or hosting contract)
Salary: Classification in progress (estimated between Khs 270'000-380'000 monthly, depending on experience and qualifications)
Specific Requirements: Eligibility to work in Kenya
Application Deadline: 6 March 2026 (rolling screening/interviews)

Job purpose
This role will contribute to the success of the CHS Alliance through ensuring good practice information management systems that centralise the handling and processing of membership and programme data to strengthen relations with our members and other key stakeholders.

About the CHS
The CHS Alliance is a global network of humanitarian and development organisations working to ensure that aid is safe, ethical and accountable to the people it serves. Our members are united by a shared vision that people and communities affected by crisis, conflict or poverty are able to influence the assistance they receive, access quality support, and hold organisations to account. Anchored in the Core Humanitarian Standard on Quality and Accountability (CHS), the Alliance supports organisations to place people at the centre of humanitarian and development action.

Position Summary
The Information Management and Stakeholder Relations Officer will play a key role in managing information and stakeholder relations for CHS Alliance. This includes maintaining accurate membership records, processing new applications, and information management for strategic initiatives, including the Harmonized Reporting Scheme (HRS), the Misconduct Disclosure Scheme (MDS) and the Investigator Qualification Training Scheme (IQTS).

The successful candidate will be responsible for handling information and membership queries, efficient database management, tracking participants' engagement, maintaining contact information, ensuring data accuracy, providing data analysis and visualization support and utilizing Salesforce as a core tool to improve processes within various initiatives.

This role will require someone with strong client relation skills and excellent skills in data management and analysis, participant engagement, and experience working on Salesforce. The position will work closely with colleagues in the operations, verification, membership and programmes teams.

Key Responsibilities

1. Data Management and Analysis
- Manage key aspects of data entry, maintenance, and integrity within Salesforce and other relevant data platforms.
- Design, develop, and maintain trackers to monitor reporting & participation.
- Conduct data cleaning, validation, and regular updates to ensure accuracy and consistency.
- Support in performing data analysis to identify trends, gaps, and insights, providing actionable recommendations to project teams.

2. Salesforce Administration and Reporting
- Serve as the primary Salesforce administrator, ensuring the platform is configured to meet organizational and project needs, in line with GDPR
- Design and generate customized Salesforce reports and dashboards to track project performance, participant engagement, and data quality.
- Develop and implement protocols for data entry, validation, and security within Salesforce.
- Create and manage automated processes within Salesforce to send reporting reminders to participant organizations, ensure timely and accurate reporting, and follow up with organizations that have not submitted required data. This includes configuring workflows and notifications to streamline participant engagement and ensure compliance with reporting deadlines.

3. Stakeholder management

Organisations participating in PSEAH Schemes
- Track, organize, and follow up with participants to the various schemes.
- Support the merger of separate membership databases into a single central platform.
- Develop and maintain participants' engagement tracking systems, ensuring timely communication and follow-up.
- Support the coordination of activities, events, and workshops by managing participant contact lists and tracking attendance and feedback.
- Support the maintenance of a roster of investigations for IQTS.

CHS Alliance Members
- Monitor and respond to/refer general information queries and membership requests in a timely manner as appropriate.
- 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.
- Supporting the Snr Advisor Policy and Outreach with information packs and reports for the quarterly MNC and Board meetings
- Implementing procedures for invoicing members and removal of membership as required
- Ensure member records are regularly updated on the database and support finance colleagues with information for invoicing.
- Ensure strong coordination with finance, verification and capacity strengthening colleagues to ensure smooth application and onboarding processes.
- Update the membership related aspects of the website.
- Coordinate new approaches to outreach and contribute to identifying process improvements.

5. Data Visualization and Reporting
- 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.

Person Specification

	Essential	Desirable
Qualifications:	**Education:** Bachelor's degree in data science, Information Management, Computer Science, Social Sciences, or a related field.	
Experience and Knowledge:	**Experience:** At least 3-5 years of experience in data management, preferably within the aid sector. Prior experience with Salesforce is mandatory.	
Skills and Competencies:	**Technical Skills:** Proficiency in Salesforce administration, including creating custom objects, workflows, and reports.	**Communication:** Excellent written and verbal communication skills, with

	Strong knowledge of data management tools, databases, and Microsoft Excel. Competence in managing large datasets, conducting data cleaning, and performing data analysis. **Analytical Skills:** Ability to interpret complex data sets, identify patterns, and translate them into actionable insights. **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. **Attention to Detail and rigorous:** Meticulous approach to data management and organisation, with a focus on maintaining data integrity and accuracy. **Problem-Solving:** Proactive in identifying issues and implementing effective solutions.	the ability to present data insights clearly to both technical and non-technical audiences. Experience with data visualization tools (e.g., Power BI, Tableau) is an advantage.
Languages	Proficiency in English	French, Arabic or Spanish is a strong plus
Behaviour	**Collaboration:** Works well in cross-functional teams, communicating and coordinating effectively with different teams. **Adaptability:** Flexible in a fast-paced, dynamic sector environment.	
Eligibility	Eligibility to work in Kenya	

IMPORTANT NOTICE:

The CHS Alliance has a zero-tolerance approach to all forms of violence, discrimination, harm, abuse, exploitation - including sexual exploitation, abuse and harassment - as well as fraud and corruption, towards any individual.

 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 Misconduct Disclosure Scheme (MDS). The participation in the

MDS 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.

APPLICATION INSTRUCTIONS:
How to apply: Interested candidates should submit their applications by email to:
recruitment@chsalliance.org

Applications shall include a short CV and a motivation letter. Please mention your name and the vacancy job title in the subject line.

Deadline for applications: CHS Alliance will operate a rolling screening of applicants. Final deadline is 6 March 2026.