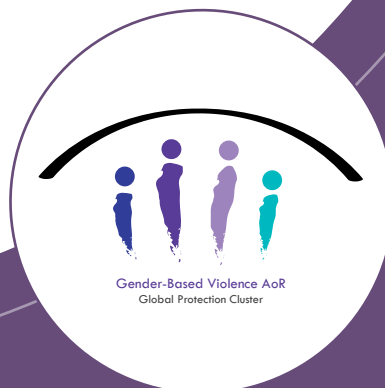
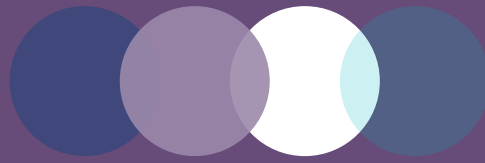


Competency Framework for Information Management

Gender-Based Violence
Area of Responsibility





Foreword

In an increasingly complex world where conflict, displacement, and environmental crises continue to threaten the most vulnerable, the need for strong and effective coordination for gender-based violence (GBV) prevention and response interventions has never been greater. Ensuring the safety and dignity of women and girls requires collective action, evidence-based strategies, and a shared commitment to protect those at risk. Coordination is essential to this effort, ensuring that we work together to assess needs, mobilize resources, and implement impactful solutions.

The **Competency Frameworks for Gender-Based Violence Coordination and Information Management** have been developed to guide GBV Coordinators and Information Management Officers (IMOs) in honing the skills and knowledge needed for these critical roles. These frameworks not only define the core competencies required but also provide a roadmap for capacity strengthening, fostering quality and consistency in GBV response across diverse contexts.

Incorporating these competencies into recruitment, induction, and performance management ensures that our teams are not only prepared but empowered to lead effectively. By embracing a competency-based approach, we can better identify areas for growth, invest in continuous learning, and ultimately strengthen our collective capacity to prevent and respond to GBV.

I would like to recognize and thank all those taking on coordination and information management roles within the GBV response. Your leadership is vital, and your contributions are making a difference in the lives of those we aim to both nurture and protect.

Sincerely,

Jennifer Chase
Global Coordinator, GBV Area of Responsibility

Introduction

The Competency Framework for Gender-Based Violence Information Management outlines the competencies required for those working as Information Managers or officers in a GBV Area of Responsibility Coordination Mechanism.¹

The framework has 15 competencies all of which are considered to be essential. These competencies are arranged into four groups: core, behavioural, functional and technical.

Competency areas

Core

Working in addressing gender-based violence requires a demonstrated commitment to a survivor-centred approach and to gender equality, acknowledging the gendered drivers of violence. These qualities captured in the core competencies are absolutely critical to success as a GBV information manager in coordination and should be viewed as fundamental.

Behavioural competencies are a set of behaviours that demonstrate the qualities required for an inter-agency gender-based violence information management position.

Behavioural

Functional

Functional competencies relate to the specific tasks or functions of information management within coordination. In this framework, these competencies define the proficiencies and skills required by those who are information managers for GBV Coordination.

Technical competencies relate to the specific knowledge and skills needed to gather, analyse and manage information in a safe and ethical way that facilitates quality outcomes and an effective response to gender-based violence.

Technical

¹ Note: For further information about GBV IM see the GBVAoR Note on IM for GBV Coordination

Competencies

Core Competencies

Understands and applies a survivor centred approach.

Demonstrates commitment to gender-equality.

Demonstrates cultural competency and self-reflection.

Behavioural Competencies

Demonstrates safe and ethical behaviour.

Innovates and embraces change.

Demonstrates commitment to a coordinated response.

Demonstrates accountability.

Adapts and copes with pressure.

Functional Competencies

Demonstrates knowledge of the humanitarian program cycle and humanitarian architecture.

Builds trust and promotes collaboration and effective partnerships.

Strengthens national and local capacity to collect information and monitor their response.

Negotiates and advocates with varied audiences for effective use of data to strengthen GBV response outcomes.

Technical Competencies

Effectively monitors the GBV response, analyses gaps and communicates needs.

Communicates and disseminates information in an effective and compelling way.

Demonstrates capacity to advise and strengthen capacity on data collection methodologies and analysis.

Handles and stores data efficiently and sensitively.

Tiered proficiency

Under each of the competencies there is a list of behaviours and actions that demonstrate competency along with a list of underlying knowledge and skills that support this. The behaviours are listed at three cumulative tiers. The exception is for core competencies, as proficiency in these areas is substantially focused on attitude and approach and the qualities for most are considered foundational.

Certain aspects of the core competencies may be new to some information managers transitioning from other sectors; however, this doesn't preclude them from taking on GBVIM roles but rather indicates there should be a strong focus on them in induction and immediate on the job learning. This is further explored in the accompanying self-assessment tool.

All colleagues are expected to demonstrate the tier 1 behaviours. With experience and career progression, as colleagues take on posts with increasing responsibility, they will be expected to begin to demonstrate behaviours at tier 2 and tier 3 in addition to the tier 1 behaviours.

A GBV information manager working in a highly complex environment, such as in a system-wide scale up emergency or at global level, would be expected to demonstrate the behaviours at tier 3 in addition to the behaviours at tier 1 and 2.

Pathway to complete competency

This framework is designed to showcase a pathway to full competency for GBV Information Managers (IMs).

It is designed to guide the development of GBV IMs through early recruitment to the full application of and excellence in all competencies. It provides a platform for self-assessment and evaluation and guides professional development.

This framework is accompanied by a self-assessment tool which guides GBV IMs understanding of their proficiency in each competency and provides suggested resources and actions for increasing proficiency in each competency.

Understands and applies a survivor centred approach.

Definition: Steadfastly places the rights, wishes, needs, safety, dignity and well-being of survivors at the centre of everything they do. Upholds and promotes the principles of confidentiality, respect, safety and non-discrimination to all members, partners and stakeholders in the humanitarian response.

- Keeps GBV survivors and those at risk at the centre of the humanitarian response.
- Believes the survivor and in the survivor's ability to find the best solutions to her problems.
- Believes that each survivor should have control over each step of the process in receiving care and making decisions on follow-up.
- Bases all decisions on a “do-no-harm” approach.
- Ensures that a survivor centred approach is integrated into all functions of coordination including the development of referral pathways and information sharing protocols.
- Can adequately communicate the survivor-centered approach, including GBV Guiding Principles, and help members and other sectors to apply to their information management protocols.
- Demonstrates understanding of the guiding principles of GBV including ensuring safety of GBV survivor, ensuring confidentiality, respecting the GBV survivor, and practicing non-discrimination.
- Understands underlying causes and consequences of GBV and types of GBV prevalent in context to be able to understand the immediate risks to GBV survivors.

Underlying Knowledge and Skills

Knowledge

- **The Inter-Agency Minimum Standards for Gender-Based Violence in Emergencies Programming**
- **Gender-based violence guiding principles.**
- Do No harm approach.
- **Handbook for Coordinating Gender-Based Violence in Emergencies.**

Skills

- Advocacy skills.
- Data confidentiality and ethical management of data.
- Communication, facilitation and negotiation skills including dealing with resistance.

Demonstrates commitment to gender-equality.

Definition: Effectively promotes and advocates for actions that acknowledge and seek to address gender inequality in all of their work.

- Applies gender analysis to specific contexts to understand its relation to GBV.
- Uses gender analysis to inform GBV information management.
- Identifies gender inequality and abuse of power as root causes of GBV and ensures that the design, collection and management of GBV data is informed and underpinned by this.
- Can articulate the gendered drivers of violence to diverse audiences.
- Shows skills and capacity to effectively respond to and manage resistance and backlash to gender-equality and addressing GBV.
- Applies an intersectional feminist approach to work.
- Consistently applies gendered analysis to the response and advocates for risk mitigation and prevention measures.
- Can articulate the systemic intersectional oppression that drives GBV.
- Able to clearly explain that using women and girls' empowerment approaches as part of GBV programming does not mean exclusion of or lack of services for other groups.

Knowledge and Skills

Knowledge

- The gendered drivers of violence against women and girls
- **Handbook for Coordinating Gender-Based Violence in Emergencies**
- **IASC Gender in Humanitarian Action Handbook**
- **IASC Policy on Gender Equality and the Empowerment of Women and Girls in Humanitarian Action.**
- **The Inter-Agency Minimum Standards for Gender-Based Violence in Emergencies Programming**

Skills

- Gender Analysis.
- Managing and responding to resistance and back-lash.
- Effective communication and advocacy skills.

Demonstrates cultural competency and self-reflection.

Definition: Self-aware of own strengths, limitations, working style and deeply held convictions and biases.

- Shows respect and sensitivity towards cultural and religious differences.
- Consistently seeks to understand others' feelings, concerns and motivations.
- Listens to understand others' ideas and perspectives and actively seeks to incorporate these into AoR processes and decisions on information management.
- Regularly recognizes and elevates the contributions of others.
- Encourages clear, open and respectful dialogue.
- Expresses opinions, information and key points clearly.
- Adapts interpersonal style to suit different people, situations or cultural contexts.
- Can articulate the systemic intersectional oppression drives GBV.
- Acknowledges the colonial and patriarchal underpinnings of the humanitarian sector and actively seeks to challenge and address power imbalances in their work.
- Consistently allows space and fosters opportunities for women-led organisations in coordination.
- Consistently demonstrates awareness of cultural norms in communication and adapts their behaviour to ensure inclusivity.
- Recognise own strengths and limitations, learning from mistakes made.
- Seek feedback from multiple sources on own behaviours, including unconscious biases and potential blind spots. Acts on the feedback received.

Underlying Knowledge and Skills

Knowledge

- Context specific communication norms and expectations.

Skills

- Active listening.
- Effective cross cultural communication skills.
- Intra-personal skills including self-reflection and self-awareness.



Behavioural Competencies

Demonstrates ethical behaviour.

Definition: Displays ethical awareness through behaviours that are consistent and compliant with the standards.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Displays appropriate ethical behaviours, refraining from discriminatory language and behaviours. • Creates and promote a culture that establishes zero-tolerance for discriminatory language and behaviours. • Is transparent in admitting mistakes and take corrective action. • Demonstrates impartial application of organizational policies, procedures and practices. • Voice's opinion in a truthful and respectful manner. • Applies core values in personal and professional life, demonstrating consistency between words and actions. 	<ul style="list-style-type: none"> • Is open and objective to feedback without being defensive. • Mindful of the authority and influence that comes with the role and prevents the abuse of authority. • Responds appropriately to ethical issues and complaints of abuse of authority, bullying or harassment. • Actively creates space for discussion on ethical dilemmas within the GBV AoR. • Challenges unprofessional and unethical behaviours. 	<ul style="list-style-type: none"> • Promotes the importance of demonstrating self-awareness in driving change to culture and preventing the abuse of authority. • Creates and promotes a culture that establishes procedures to address unethical behaviours. • Takes decisive action on ethical dilemmas. • Provides a protective environment in which members and colleagues can speak up and act without fear, judgement or reprisal. • Challenges difficult or controversial issues and demonstrate courage. • Demonstrates leadership of ethics in GBV data and information management.

Underlying Knowledge and Skills

Knowledge

- Core organisational policies, procedures and practices including complaints procedures, whistleblowing and grievance policies.
- **IASC Six Core Principles Relating to Sexual Exploitation and Abuse**

Skills

- Communication skills including the ability to speak honestly and respectfully.
- Interpersonal skills including the ability to seek, act on and provide constructive feedback on personal performance and the ability to have sensitive, challenging and difficult conversations.

Innovates and embraces change.

Definition: Is open to and proposes new approaches and ideas and adapts and responds positively to change.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Reviews work practices, analysing evidence-based trends to apply new methods and techniques. • Responds flexibly to changing circumstances, priorities and deadlines. • Displays creativity, experiments with new approaches and demonstrate openness to changing existing practices. • Creates and promote a culture encouraging the sharing of success and failure to promote individual and collective learning. • Creates space for women-led and women's rights organisations to propose solutions to information collection, analysis and management processes. 	<ul style="list-style-type: none"> • Encourages innovation and promote the importance of adapting approaches. • Involves a wide range of stakeholders in generating ideas, recommendations and solutions. • Recognizes innovative thinking, creativity and calculated risk taking and provide space for this to be showcased in the AoR and beyond. • Drives collaboration with other sectors to support new approaches to GBV information. 	<ul style="list-style-type: none"> • Promotes an environment that drives creativity, innovation, flexibility and responsiveness. • Promotes a culture supportive of challenges to the status quo, while maintaining rigor in the evaluation of new ideas. • Actively seeks information on innovation in other contexts and regularly shares information or provides connections for the AoR members to learn.

Underlying Knowledge and Skills

Knowledge

- Preparedness and contingency planning processes.

Skills

- Analytical skills.
- Change management skills including processes and approaches.
- Problem solving including creativity, innovative thinking and the ability to pro-actively identify and take appropriate and positive action.
- Self-directed learning skills to engage with new approaches and ideas.

Thinks and acts strategically.

Definition: Understands the big picture and is able to identify potential opportunities for action and challenges that exist.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> Analyses and evaluates data from a wide range of sources, assessing reliability and presenting conclusions to enable informed decision-making. Adapts work plans in response to emerging situations and new requirements. Considers the long-term impact and risks of decisions and actions. Promotes collaboration with key stakeholders, openly sharing knowledge, insights and effective practices. 	<ul style="list-style-type: none"> Facilitates engagement with other teams and stakeholders in addressing priorities and strategies. Effectively navigates ambiguity and complexity in collaborative decision-making processes. 	<ul style="list-style-type: none"> Encourages and creates a culture of involving key stakeholders in making critical organization-wide recommendations and decisions. Creates an environment of evidence-based analysis, risk management, prioritization and timely decision-making. Scans the external environment to explore new/ emerging areas and identify opportunities and initiatives. Initiates strategic information collection and analysis processes, such as strategic action research.

Underlying Knowledge and Skills

Knowledge

- **Global Humanitarian Partnership Principles of Partnership**
- **Strategic planning including Humanitarian Response Planning**

Skills

- Ability to relate the bigger picture to the situation.
- Analytical skills including data and statistical analysis to inform decision making.
- Communication skills including active listening.
- Consensus building and conflict management.
- Interpersonal skills including relationship building and negotiation Organisational skills including prioritisation.
- Risk management including assessing risk.
- Stakeholder management including networking skills, establishing sub-national clusters, developing partnerships, working with and managing partners, Strategic Advisory Groups and Technical Working Groups and identifying minimum partner commitments.

Demonstrates commitment to a coordinated response.

Definition: Models and promotes the value of coordination by ensuring their own behaviour and actions contribute to a well-coordinated response; demonstrates a personal and positive commitment to the aims of the AoR and fair and impartial treatment of AoR and partners; coordinates effectively with all relevant stakeholders and engages with the wider humanitarian response.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Works impartially to promote the collective interests of the AoR over individual interests of any single organisation. • Maintains a realistic but constructive, results-oriented approach to the work of the AoR at national and sub-national level. • Demonstrates commitment to the AoR's strategic plan and priorities. • Coordinates effectively with the AoR Coordinator and co-coordinator and other members of the coordination team at both national and sub-national level. • Coordinates and communicates effectively with AoR lead agency and co-lead agency. • Welcomes new AoR members and support their inclusion in information sharing processes. • Facilitates and encourages partners' involvement in information sharing processes. • Pro-actively communicate and promptly respond to requests for information from stakeholders inside and outside the AoR. • Networks effectively with a wide range of stakeholders inside the AoR and with other coordination groups to facilitate information sharing. 	<ul style="list-style-type: none"> • Establishes clear communication lines, reporting and support mechanisms with subnational AoRs for information management. • Provides relevant inputs to inform the AoR and, as relevant, HCT's strategic decision making and review of the response. • Engages with the wider humanitarian response by pro-actively sharing relevant information. • Networks effectively with a wide range of stakeholders inside the AoR, with protection cluster and other AoRs, other clusters and coordination groups and beyond to facilitate information sharing. • Clearly articulates boundaries and information sharing protocols relates to GBVIMS as required. • Collaborates and cooperates effectively with the GBVIMS working group. 	<ul style="list-style-type: none"> • Establishes and leads AoR information management coordination mechanisms and working groups to enable coordinated efforts, systems and resources. • Provides orientation and capacity building to other coordination groups and partners on AoR-specific information management needs and requirements. • Represents the interests and concerns to other coordination groups and the Humanitarian Country Team to contribute to improved IM processes across the response. • Builds strategic alliances through effective networking with a wide range of stakeholders inside the sector and within other sectors to leverage resources, build connections, further the work of the cluster.

Underlying Knowledge and Skills

Knowledge

- AoR accountabilities, processes and functions
- **IASC guidelines on Cluster Coordination at Country level**
- Key contacts in key stakeholders including other AoRs, Working Groups, Clusters, Community Based Organisations
- **Global Humanitarian Partnership Principles of Partnership**
- **Strategic planning including Humanitarian Response Planning**
- **Provisional Guidance Note: Intersections between the Monitoring, Analysis and Reporting Arrangements (MARA) and The Gender-Based Violence Information Management System (GBVIMS)**
- **GBVIMS Information Sharing Protocol Guidance**

Skills

- Capacity building skills and skills transfer.
- Communication skills including public speaking, persuasion and influencing.
- Consensus building and conflict management.
- Interpersonal skills including negotiation skills and persuasion and the ability to work collaboratively with colleagues and partners.
- Meeting management including planning and facilitating meetings.
- Organisational skills including time management.
- Stakeholder management including networking skills, establishing sub-national clusters, developing partnerships, working with and managing partners, Strategic Advisory Groups and Technical Working Groups and identifying minimum partner commitments.

Demonstrates accountability.

Definition: Demonstrates accountability to affected populations, members, partners, the Humanitarian Coordinator (HC), Humanitarian Country Team (HCT) and other relevant stakeholders by operating transparently and with integrity and by taking responsibility for the impacts of their own and their teams' actions.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Demonstrates integrity in actions and interactions with others. • Follows organisational procedures accurately and appropriately without seeking personal gain. • Plans data collection and design tools in a survivor-centred way. • Takes responsibility for the impact of their own and their teams' actions. • Ensures affected population are informed of how data that is collected will be used. • Incorporates the perspectives of affected populations into information products. • Shares information products with affected population, partners and other appropriate stakeholders in ways that are meaningful and accessible. • Maintains effective and accessible feedback and complaints mechanisms. • Effectively responds to information needs of partners and other stakeholders. • Encourages and supports partners to consider the needs and perspectives of the affected population. 	<ul style="list-style-type: none"> • Establishes effective and accessible feedback and complaints mechanisms. • Supports colleagues and partners to follow information sharing protocols. • Establishes and implements mechanisms to facilitate accurate and timely reporting to HC and HCT. • Adapts procedures and approaches related to information management to best support the needs of the response. 	<ul style="list-style-type: none"> • Challenges plans which do not adequately take into account the perspectives, knowledge and needs of affected populations. • Encourages colleagues and partners to demonstrate integrity and transparency and challenge actions that are inappropriate. • Actively seeks and supports partnerships and coordination mechanisms in support of accountability to affected population. • Provides space for partners to meaningfully challenge decisions and approaches. • Recognises the impact of power imbalances in AoR decision making processes and creatively adapts processes to account for this.

Underlying Knowledge and Skills

Knowledge

- **Core Humanitarian Standard on Quality and Accountability, Humanitarian principles.**
- **IASC Six Core Principles Relating to Sexual Exploitation and Abuse**
- **IASC Commitments on Accountability to Affected People**

Skills

- Active listening.
- Coaching and mentoring skills.
- Organisation and record keeping skills, including documenting meetings with accurate and timely minutes.
- Stakeholder management including networking skills, establishing sub-national clusters, developing partnerships, working with and managing partners, Strategic Advisory Groups and Technical Working Groups.

Adapts and copes with pressure.

Definition: Actively manages their own well-being and can adapt and approach stressful and pressured situations with consideration.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> Actively seeks to manage well-being and prioritises self-care. Facilitates Joint and collective decision making. Maintains a calm demeanour in difficult and pressured situations. Demonstrates capacity to manage contradictory and competing demands. Seeks support where needed from colleagues and AoR members. 	<ul style="list-style-type: none"> Can motivate teams and groups to meet deadlines and respond to pressured situations without deflecting and causing stress for members and colleagues. Communicates clearly and requests additional resourcing or time where required. 	<ul style="list-style-type: none"> Able to build consensus in difficult and contentious topics.

Underlying Knowledge and Skills

Knowledge

- Appropriate leave and other support provisions in HR policies.
- Handbook for Coordinating Gender-based Violence Interventions in Emergencies**

Skills

- Communication skills including public speaking, persuasion and influencing.
- Consensus building and conflict management.
- Management and coaching skills.



Functional Competencies

Demonstrates knowledge of the humanitarian program cycle and humanitarian architecture.

Definition: Confidently navigates humanitarian coordination spaces, understands and leads on information management for the AoR and accurately represents and advocates for the position of the AoR within the broader humanitarian architecture and decision-making.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Applies appropriate humanitarian tools, mechanisms and processes at all stages of the Humanitarian Programme Cycle. • Communicates processes and requirements around HNO and HRP clearly and accessible to all members of the AoR. • Advises and supports the AoR members on information and data for Humanitarian needs overview and humanitarian response plan in a collaborative manner. • Confidently performs secondary data review to inform humanitarian response planning. 	<ul style="list-style-type: none"> • Supports others to apply data systems and processes at all stages of the Humanitarian Program Cycle. • Understands and performs calculation of people in need and targets. • Able to advise on and use proxy indicators to define severity of needs. • Advises on methodologies for data collection and analysis throughout the humanitarian program cycle. • Supports capacity strengthening of local AoR members new to HNO and HRP to engage meaningfully with the process. 	<ul style="list-style-type: none"> • Develops key informant management products that inform high level advocacy for increased action on addressing gender-based violence. • Provides strategic and innovative guidance and support for the application of relevant humanitarian tools, mechanisms and process. • Works strategically with other clusters and other AoRs to leverage resources and plan effectively.

Underlying Knowledge and Skills

Knowledge

- **The Humanitarian Principles and ‘Do No Harm’**
- **The Humanitarian Programme Cycle, Humanitarian Response Plans and AoR/ cluster/ sector response plans including roles and responsibilities, relevant tools and methods and timelines for sudden vs slow onset emergencies.**
- **The Sphere Handbook**
- AoR accountabilities, processes and functions
- **IASC guidelines on Cluster Coordination at Country level**
- Key contacts in key stakeholders including other AoRs, Working Groups, Clusters, Community Based Organisations

Skills

- Capacity building skills and skills transfer
- Communication skills including public speaking, persuasion and influencing.
- Consensus building and conflict management.
- Meeting management including planning and facilitating meetings.
- Organisational skills including time management.
- Stakeholder management including networking skills, establishing sub-national clusters, developing partnerships, working with and managing partners, Strategic Advisory Groups and Technical Working Groups and identifying minimum partner commitments

Builds trust and promotes collaboration and effective partnerships.

Definition: Promotes cooperation and collaboration between others by facilitating solution-focused consensus building and transparent negotiation.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> Actively encourages and supports others to work collaboratively and actively participate in AoR meetings and decision-making processes. Compiles and shares accurate minutes of meetings with clear action points. Works with others to identify and agree solutions for gaps, obstacles and duplications. Works with others to address challenges in collecting and sharing information and using information management tools, products and platforms that are accessible. Coordinates and encourages collaborative assessments, planning, resource mobilisation, implementation, monitoring and evaluation. Encourages partners to collaborate with, support and validate the work of other stakeholders. Works with others to identify and agree solutions for gaps, obstacles and duplications. Encourage collaboration between international, national and local actors. 	<ul style="list-style-type: none"> Demonstrates knowledge of the principles of partnership. Establishes effective and accessible mechanisms for international, national and local partners to share data and participate in planning data collection and outputs. Supports mapping of technical and operational capacity in the response to understand existing capacity ensuring that local and national capacity is incorporated. Encourages the sharing and pooling of resources and information to improve the speed and quality of humanitarian outcomes. Establishes mechanism to ensure coordination groups work in a harmonized manner across the Humanitarian Programme Cycle. Pro-actively reaches out to local and national actors to increase their role in collaborative efforts on information management. Acknowledge and work to address imbalanced power dynamics. Acknowledges and highlight indigenous and local knowledge and expertise. Facilitates Joint and collective decision making. 	<ul style="list-style-type: none"> Encourages partners' engagement in the development of the cluster strategic plan and identification of priorities. Supports improved collaboration between partners by highlighting gaps, obstacles and duplications in the response emerging from the data. Negotiates with others to reach consensus and avoid impasse. Challenges behaviours which prioritise competition over collaboration and act against the interests of the affected population. Flattens hierarchies and develop equitable partnerships. Works with partners to establish and share common operational definitions, procedures and standards.

Underlying Knowledge and Skills

Knowledge

- Global Humanitarian Partnership Principles of Partnership
- The history and reasons behind the humanitarian reform process and the transformative agenda
- IASC guidelines on Cluster Coordination at Country level
- Handbook for Coordinating Gender-based Violence Interventions in Emergencies

Skills

- Organisation and record keeping skills, including documenting meetings with accurate and timely minutes.
- Communication skills including negotiation, persuasion and summarising information.
- Active listening
- Conflict resolution
- Stakeholder management including networking skills, establishing sub-national clusters, developing partnerships, working with and managing partners, Strategic Advisory Groups and Technical Working Groups and identifying minimum partner commitments

Strengthens national and local capacity to collect information and monitor the response.

Definition: Supports and strengthens national capacity by supporting the development of technical and operational capacity of national and local, state and non-state organisations in all aspects of information management.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Works with and through existing coordination and decision-making platforms whenever possible. • Facilitates meaningful inclusion and participation of national and local state and non-state actors in AoR activities. • Pro-actively reduce barriers to participation in sector activities for national and local actors. • Encourages national and local actors' inclusion in AoR data collection and reporting processes. • Supports and encourages national actors to provide information about their contribution to the response. • Facilitates meaningful involvement of national and local state and nonstate actors in planning and collecting data. • Regularly and consistently connect local actors with global Information management resources, tools and helpful examples. 	<ul style="list-style-type: none"> • Supports the development and strengthening of national data collection and information management systems. • Supports the strengthening of GBV response in the national emergency response, preparedness and contingency plans and structures. • Contributes to the development of a technical and institutional capacity building plan for national and local actors. • Facilitates coordination and harmonisation of capacity building initiatives amongst partners and other actors. • Provides support to national and local actors to overcome technical and operational challenges involved in collecting and contributing accurate data. 	<ul style="list-style-type: none"> • Mobilises members to provide capacity building support and training to national and local actors on information management. • Mobilises members to provide technical and institutional capacity development support to national and local actors to overcome challenges. • Strengthens national data systems related to GBV in crises. • Supports national and local actors to access greater funding including through pooled funds and advocacy with donors.

Underlying Knowledge and Skills

Knowledge

- **Guidance Note on Humanitarian Financing for Local Actors**
- Local and national coordination structures, national emergency response plans and processes
- **IASC Guidance on Strengthening Participation, Representation and Leadership of Local and National Actors in IASC Humanitarian Coordination Mechanisms**
- **Handbook for Coordinating Gender-based Violence Interventions in Emergencies**
- **Technical Guidance Note on The Gender-Based Violence in Emergencies Analytical Framework**
- **Mainstream GBV in the collection, analysis and sharing of DTM data guidance 2018.**
- **Global Indicator Registry**
- **GBV AoR Secondary Data Review Template**
- **Multi-sector Initial Rapid Assessment Guidance - IASC 2015**
- **Operational Guidance on Coordinated Assessment - IASC 2012**

Skills

- Stakeholder engagement skills including identification and engagement of local civil society and women's groups.
- Active listening and reflective practice
- Capacity building skills including mentoring and coaching skills.
- Self-directed research and learning skills, to ensure thorough knowledge of context.
- Communication skills including influencing and persuasion.
- Interpersonal skills including negotiation.
- Leadership skills
- Meeting management including facilitation skills

Negotiates and advocates with varied audiences for effective use of data to strengthen GBV response outcomes.

Definition: Confidently Advocates for appropriate information management processes to ensure effective understanding of needs, monitoring of response and strengthened GBV response outcomes.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Able to articulate arguments for GBV interventions based on available information and ethical data. • Consistently advocates for improved response and GBV. • Adopt a consultative approach and solicit the support of key stakeholders at critical stages of one's work. • Work with others to identify which products, infographics and reports will serve the needs of the AoR, partners and other stakeholders. 	<ul style="list-style-type: none"> • Collaborate with other coordination groups to align monitoring and reporting plans to improve efficiency and share resources. • Influence partners and stakeholders using relevant data and IM products to inform decision making and affect positive change. • Advises on information management methodologies for effective evidence building for the sector based on need. • Identifies and targets key advocacy allies and builds networks as appropriate. • Develops an advocacy strategy and work plan and supporting tools with partners and ensures its implementation. • Advocates with key stakeholders on issues relevant to the achievement of the GBVAoR strategy and response plan. • Confidently presents information on GBV needs. • Identify and highlight changing needs of affected populations in complex and dynamic situations emerging from data collected. 	<ul style="list-style-type: none"> • Confidently and persuasively presents difficult and sensitive messages to senior leadership and influential stakeholders. • Works with other coordination groups and advocacy allies to ensure there is consistency and alignment across advocacy strategies contributing to improvements across the whole response at strategic and systemic level. • Provide guidance and clear leadership to partners in response to significant anticipated or emerging changes in needs, the context or the operating environment. • Monitor adherence to data protection protocols and addresses any breaches. • Works with partners to establish and share common operational definitions, procedures and standards.

Underlying Knowledge and Skills

Knowledge

- **Inter-agency Minimum Standards for Gender-Based Violence in Emergencies Programming**
- **GBV AoR Advocacy Handbook**
- **Handbook for Coordinating Gender-based Violence Interventions in Emergencies**

Skills

- Capacity building skills and skills transfer.
- Communication skills including public speaking, persuasion and influencing.
- Consensus building and conflict management.
- Meeting management including planning and facilitating meetings.

Effectively monitors the response, analyses gaps and communicates needs.

Definition: Monitors, evaluates and reports on the coverage, equity, quality and progress of the response against the AoR's strategy, priorities and agreed results and against the evolving situation.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Supports the development of a monitoring and reporting plan and tools with partners. • Periodically reviews and updates the monitoring and reporting plan and tools with partners. • Collects and compiles monitoring data from partners on response progress, critical gaps and resource requirements on a regular and agreed reporting timeline. • Ensures the consistency, accuracy and logic in the data collected. • Participates in monitoring visits to provide support and quality control for data collection and reporting. • Able to represent and communicate needs and results effectively. • Maintains accurate information about partners' work and the funding of the coordination group's work using appropriate tools. • Identifies ongoing and changing needs of affected populations emerging from the data. • Identifies any gaps in data collected and work with partners to jointly address the gaps. • Provides technical support to partners to enhance timely and quality reporting. • Explains with visuals and plain language complex data results. 	<ul style="list-style-type: none"> • Demonstrates strong qualitative analysis skills and capacity to select appropriate methodological approaches for qualitative data. • Confidently responds to questions and requests for 'evidence' and specific data sources, citing interagency Minimum standards and the coordination handbook. • Identify and highlight changing needs of affected populations in complex and dynamic situations emerging from data collected. • Where appropriate collaborate with other coordination groups to align monitoring and reporting plans to improve efficiency and share resources • Conducts extraordinary monitoring of operations when needed. • Provides analytical support and input to support identification of emerging trends and changed in needs. • Monitors ongoing and changing needs of affected populations. • Supports partners to make timely and appropriate adaptations to their responses based on monitoring outcomes and changes in the needs of affected populations. • Disseminates information on response progress, critical gaps and resource requirements to wider stakeholders on a regular basis. • Demonstrates knowledge of the GBVIMS+ and collaborate effectively with the working group. 	<ul style="list-style-type: none"> • Provides guidance and advice on aligning monitoring and reporting plans across coordination groups to improve coordination across the whole response. • Identifies knowledge gaps and advocates for resources and access to support further knowledge. • Ensures monitoring activities and visits are coordinated with other coordination groups and relevant partners. • Provides guidance and clear leadership to partners in response to significant anticipated or emerging changes in needs, the context or the operating environment.

Underlying Knowledge and Skills

Knowledge

- **Technical Guidance Note on The Gender-Based Violence in Emergencies Analytical Framework**
- **Mainstream GBV in the collection, analysis and sharing of DTM data guidance 2018.**
- **Global Indicator Registry**
- **GBV AoR Secondary Data Review Template**
- **Multi-sector Initial Rapid Assessment Guidance - IASC 2015**
- **Operational Guidance on Coordinated Assessment - IASC 2012**
- **GBVIMS+**
- **Inter-agency Minimum Standards for Gender-Based Violence in Emergencies Programming**
- **Handbook for Coordinating Gender-based Violence Interventions in Emergencies**
- Data handling, storage and management tools and best practices
- Data protection best practices, standards and protocols
- Data protection regulations and legislation that are relevant and applicable to the specific context.

Skills

- Analytical skills including contextual and situational analysis to inform strategic decision-making.
- Communication skills including creating appropriate and accessible written and verbal communications.
- Decision-making skills
- Safe and ethical management of data

Communicates and disseminates information in an effective and compelling way.

Definition: Facilitates the work of the AoR by creating a range of appropriate, useful and accurate information products and shares them with appropriate stakeholders in a timely manner using mechanisms and platforms that are accessible for stakeholders.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Provides clear, accurate, accessible and up-to-date information, in user-friendly formats, to the AoR and partners to support decision-making. • Ensures appropriate approvals and releases, that are based on information sharing protocols, are in place when using data in information products. • Presents the latest information in understandable tables, charts, graphs and reports that are clear, accurate and correctly referenced. • Maintains accurate records for the AoR including an up-to-date contact list. • Disseminates information products in an accessible and timely manner. • Explains with visuals and plain language complex data results. • Collects feedback on information products to identify areas of improvement. • Disseminate information through a variety of appropriate and accessible channels. 	<ul style="list-style-type: none"> • Works with others to identify which products, infographics and reports will serve the needs of the AoR, partners and other stakeholders. • Analyses diverse datasets using appropriate analytical methods to draw out most relevant trends and issues. • Maintains and manages AoR website information. • Identifies partners and other stakeholder's information management needs. • Effectively articulates the rationale behind using specific datasets and sources. • Confidently responds to questions and requests for 'evidence' citing interagency Minimum standards and the coordination handbook. 	<ul style="list-style-type: none"> • Remains up-to-date with latest innovations in technology and software packages in order to produce high-quality information products. • Advises AoR members and other stakeholders on which information products will effectively meet their needs. • Influences partners and stakeholders using relevant data and IM products to inform decision making and affect positive change. • Develops innovative ways to communicate information on GBV needs and the response. • Advises coordinator and others on communicating qualitative and quantitative data associated with the GBV response to the media and in public forums.

Underlying Knowledge and Skills

Knowledge

- Data visualisation techniques
- Social media channels including local usage patterns and any applicable regulations.
- Up-to-date information management platforms, mechanisms and software packages

Skills

- Analytical skills
- Communication skills including presenting information clearly in accurate and accessible information products.
- Data management skills including aggregating data from multiple sources (using tools such as Access, Excel, CSV, SQL, APIs)
- Organisational skills including time management.
- Strong written communication skills, including report writing skills.
- The ability to store, publish and disseminate products through various channels.
- The ability to use static and dynamic visual tools (Adobe Suite, PowerBI etc.) and basic mapping skills using GIS and map-making packages such as ArcGIS, QGIS etc. to develop products (including visualisations, dashboards, snapshots, 4/5W etc.)
- Website management skills

Demonstrates capacity to advise and strengthen capacity on data collection methodologies and analysis.

Definition: Confidently supports AoR members to select and apply data collection methodologies that effectively capture GBV needs in the humanitarian crises, support the understanding of the experiences of women and girls and monitor the impact of the GBV response.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Demonstrates capacity to select appropriate methodological approaches for qualitative and quantitative data. • Demonstrates capacity to conduct analysis on qualitative and quantitative data using various tools. • Supports and encourages national actors to coordinate with others on data collection. • Regularly and consistently connects local actors with global resources on GBV information management, including capacity building opportunities and specific technical resources and advice. • Provides analytical support and input to support identification of emerging trends and changes in needs. 	<ul style="list-style-type: none"> • Advises AoR when specific inquiry and data collection is required to address information gaps. • Provides advice to AoR members on data collection methodologies and analytical tools. • Advises on data and information management practices to inform preparedness and contingency planning for the AoR. 	<ul style="list-style-type: none"> • Provides leadership within the AoR on selection of methodology and data analysis techniques. • Ensure national and local actors are involved in strategic level decision making processes on data collection, analysis and management. • Advises and influences other humanitarian actors on confidentiality, data sensitivity and choice to collect data related to GBV. • Connects data collection processes to national systems and processes for sustainability in recovery phase.

Underlying Knowledge and Skills

Knowledge

- Good practice quantitative, qualitative and mixed methods data collection methodologies for understanding gender-based violence.
- Data processing, storage and management tools and best practices
- Data protection best practices, standards and protocols
- Data protection regulations and legislation that are relevant and applicable to the specific context.

Skills

- Quantitative analytical skills, including using tools not limited to Access, Excel, CSV, SQL, APIs,
- Qualitative analytical skills, including using tools not limited to NVivo, Atlas, MAXQDA, DEEP.
- Stakeholder engagement skills including identification and engagement of local civil society and women's groups.
- Capacity building skills including mentoring and coaching skills.
- Self-directed research and learning skills, to ensure thorough knowledge of context.

Handles and stores data efficiently and sensitively.

Definition: Displays expert knowledge on data confidentiality and data protection, collects, handles and stores data in the most efficient and safe way at all times.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Understands of sensitive data and need for confidentiality. • Ensures appropriate approvals and releases, that are based on information sharing protocols, are in place when using data in information products. • Does not request inappropriate or burdensome data requirements from AoR members. • Complies with standards and protocols for data storage and sharing especially of sensitive data. • Selects appropriate means for storing data ensuring the security of sensitive data. • Ensures data is available and accessible to agreed users and user groups. • Selects appropriate methods for sharing and transferring stored data with partners. • Systematically updates storage of data, destroying any data that does not need to be retained. 	<ul style="list-style-type: none"> • Supports partners to comply with standards and protocols for data storage and handling. • Creates effective and efficient data management systems that meet the needs of the AoR and partners. • Provides and monitors access to databases to partners and other stakeholders as appropriate. • Regularly reassess the sensitivity level of data that is retained. • Advises and influences other humanitarian actors on confidentiality, data sensitivity and choice to collect data related to GBV. 	<ul style="list-style-type: none"> • Monitors adherence to data protection protocols and addresses any breaches. • Conducts due diligence if required when transferring data to partners or other stakeholders. • Provides capacity building support and advice to partners and other stakeholders on appropriate and effective data storage and handling. • Establishes and ensures compliance with an emergency data exit strategy is in place.

Underlying Knowledge and Skills

Knowledge

- **GBVIMS Information Sharing Protocol Template and Guidance**
- Data handling, storage and management tools and best practices
- Data protection best practices, standards and protocols
- Data protection regulations and legislation that are relevant and applicable to the specific context.
- Due diligence processes

Skills

- Capacity building skills
- Database management including establishing and managing databases and contact lists using programmes such as Excel, Dropbox, Office online.
- Data storage skills including identifying the best and safest data storage tools.
- Information sharing skills including establishing and maintaining protocols for managing, sharing and naming folders and files.
- Safe and ethical management of data

