JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	DATA OFFICER
JOB GRADE	C2
REPORTING TO	Partnerships Engagement Manager
DIRECTORATE	Global Partnerships and External Affairs
PHYSICAL LOCATION	Nairobi

About Amref Health Africa

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organization; currently implementing more than 140 programs, directly reaching more than 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in eight countries in Africa, including Kenya, Tanzania, Uganda, Ethiopia, Malawi, South Sudan, Zambia and Senegal. Amref's work in each country responds to local needs and priorities strengthening existing capacities in communities to take control of their health and strengthen the local health systems. An additional eleven advocacy and fundraising offices are located in Europe and North America. In the spirit of Ubuntu, partnership and networking are key elements of Amref Health Africa's approach.

Job Summary

The Data Officer will be a key resource within the Partnerships and External Affairs Directorate and the overall Global CRM roll-out process. The role holder will be responsible for supporting the collection, completion and cleaning of historical and new data from countries, ensuring data management and quality assurance with regards to the Global CRM solution as per the approved Data Quality Assurance Framework.

Key Responsibilities

The Job holder will:
- Understand and internalize the data fields and requirements of the global CRM solution
- Proactively mine unstructured data from different internal stakeholders, clean the data and upload it on the Global CRM.
- Be the point person for any queries on data from the various country offices ensuring user issues are resolved within the agreed CRM SLA guidelines.
- Schedule routine calls with country offices to review data and follow up on emerging issues.
- Participate in ensuring quality assurance, compliance and governance during data management and data use as per the approved Data Quality Assurance Framework.
- Act as the first approval layer by conducting preliminary data integrity checks for all new records created by the country offices and the inputter for Global Partnerships data at Headquarters.
- Support users and information managers across different levels in enhancing information visualization through development of dashboards and user interfaces.
- Manage and periodically review data pipelines and flows to ensure accuracy.
- Work with the Partnerships, Business Development and ICT Directorate to prioritize business and information needs and identifying areas of system improvement.
- Work closely with the Finance department at Headquarters and in-country to ensure financial data is accurately and correctly captured in the CRM system and reconciled as per the ERP system.
- Work collaboratively with the Business Development, Fundraising, Partnerships, Advocacy/Thought leadership teams to understand the CRM system data requirements including a common understanding of all the data field definitions and delivery of any reporting needs.

- Create appropriate documentation that allows stakeholders to understand the steps of the data analysis process.
- Generate standard and ad-hoc reports for the partnerships department and other business units as required.
- Support the evolution of the Data Quality Assurance Framework based on user feedback and system capabilities.
- Other responsibilities may be assigned regularly based on the department's needs.

Person Specifications:

Academic Qualification

- Bachelor's Degree or Diploma in Mathematics, statistics, Finance or any other business-related field;

Experience
- At least five years' experience in working with CRM as a data in-putter and/or approver.
- Strong experience in data management including collection, compilation, cleaning, processing, purging duplicates, and applied analysis.
- Proven track record of working with and compiling data of varying quality, type, and structure from multiple sources.
- Expert in information visualization. Ability to generate insights from information/data with working knowledge of usability design and user experience feedback.
- Extensive experience in working with different stakeholders and building of data pipelines, data governance, and data quality.
- Experience in conducting big data management and advanced analytical knowledge of data.
- Experience working with BI software tools like PowerBI will be an added advantage.

Skills/ Knowledge
- A motivated self-starter with the ability to work in a team environment;
- Attentive to detail
- Ability to meet deadlines under strict timeframes, handle multiple tasks and work under pressure.

How to apply:
Interested? Please visit our website www.amref.org to view the full JD. You will be directed to our online portal where you will need to create an account successfully in order for you to be able to submit your application. Deadline for submission: **25th October 2021**. Please note that only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any fee at whatever stage of the recruitment and selection process.

Amref Health Africa is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Amref is an equal opportunity employer and has a non-smoking environment policy