



Mobile Implementation Officer (MIO) – Records Management W/M

Médecins Sans Frontières (MSF), an international medical humanitarian association founded in 1971, provides medical assistance to populations facing life-threatening crises, mainly armed conflicts, but also epidemics, natural disasters and exclusion from healthcare. MSF's French section is present in around thirty countries.

As part of our ongoing activities, we are looking for a:

Mobile Implementation Officer (MIO) – Records Management W/M

Mission

As part of our Information Systems Department, you will be the records management and archiving policy referent for the countries in which MSF France operates. You will be responsible for implementing MSF France's records management and archiving policy in the field, as well as supporting and training local teams in best practice.

You will work under the supervision of the Records Management & Archiving Technical Project Manager and in close collaboration with the Data Protection Officer (DPO). You will carry out several site visits (60% of your time), lasting from 3 to 6 weeks.

Main tasks and responsibilities:

1. Coordinate the implementation of policies and guidelines relating to the management, conservation and disposal of documents, in compliance with applicable legislation and MSF ethical principles:

- Assessing departmental team needs and processes in advance to customize standards to the country context
- Giving contextual document management recommendations to field teams, in close collaboration with the DPO and ILD Medico-Legal Advisors, throughout the document life cycle.
- Coordination of the shipments from the field to HQ, with the multidisciplinary team.
- Supporting teams in the key stages of information management, such as openings, closures, audits, project/assignment evacuations, etc.
- Making proposals to the units/missions to recruit RMOs or IKM focal points in each field: taking part in recruitment, defining job objectives and the roadmap, in close collaboration with the line manager in the field, training and providing functional management.
- Setting up and adapting communication and collaborative spaces: SharePoint sites / libraries / tree structures, managing security groups and setting up metadatas in collaboration with local teams.
- Supporting and guaranteeing data cleansing, archiving, migration, maintenance and control procedures.
- Ensure compliance with security standards for digital and physical storage spaces, in accordance with MSF standards and local and European data protection regulations.

2. Provide assistance and support to teams in managing electronic documents and paper archives:

- Conducting staff training sessions to ensure proficiency in tool usage, best practices, and the document/archiving policy of the business lines.
- Support users as part of the change management process (adoption of practices and policies).
- Identify the need for more in-depth support, depending on the level, for users who request it, in terms of tools (migration, browsing, more in-depth collaborative needs) and document policy (good document practices, archiving, etc.).
- Define the needs and requirements of a community of practice for field staff on issues relating to the document life cycle.

3. Contribute to the continuous improvement of best practices and tools:

- Participating in the development or improvement of tools and processes for document management, in close collaboration with the multi-disciplinary team from the various departments.

- Reporting anomalies and tracking them in the ticketing tool.
- Communicating malfunctions to the team, identifying necessary corrective actions, and promoting continuous improvement.

4. **Support the enhancement of cross-functional collaboration:**

- Sharing information and knowledge, developing the ability to work with other services or departments as part of cross-functional project management.
- In the context of sharing good practice, develop work with counterparts in other MSF sections and, where appropriate, jointly manage resources and focal points in certain missions.

Professional skills

- University degree (equivalent from Bachelor's to Master's level) preferred.
- Minimum 12 months of field experience with MSF or other NGOs essential
- At least one successful management experience is required
- Experience in information management and/or records management is a plus
- Experience of implementing IT solutions and/or Microsoft solutions would be an asset.

Language: French and English B2 minimum

Skills

- Training workshop facilitation methods
- Teaching skills
- Writing skills

Required qualities

- Proactive and self-motivated.
- Analytical skills
- Organized and able to manage priorities
- Adaptability
- Interpersonal skills
- Strong ability to locate necessary information with a solution-oriented approach.

Specifics of the position

24-month fixed-term contract - Full-time. Field position - level 11 IRFFG, remuneration according to MSF field salary scale and depending on seniority and experience.

Location

Frequent travel in the field. Apart from field visits, the position is based ideally in Paris, but the location can be adapted according to status and situation.

Position to be filled: Position to start in April 2025

Our aim is to promote inclusion and diversity. We also want to improve the representation of people with disabilities in our workforce.

Type of Contract : Fixed-term contract

Salary (€) : Voir annonce

Deadline for submitting applications : 02/03/2025