

INGO Forum IT Consultant

Location: Nairobi / remote

Position Status: Consultancy

Risk Level: ☐ Level 3 ☐ Level 2 ☒ Level 1

(Level 3: Frequent contact with participants, direct contact with children, access to sensitive data, and/or high level of accountability.

Level 2: Some contact with participants; unplanned non-direct contact with children.

Level 1: Likely to have no contact with participants or sensitive data)

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible.

In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within.

Now, and for the future.

The Program / Department / Team (Program / Department Summary)

Sudan INGO Forum

Sudan is facing one of the most severe humanitarian crises globally, marked by widespread displacement, disease outbreaks, and confirmations of famine in several ‘hunger hotspots.’ In an effort to coordinate INGO efforts and establish a common voice for INGOs operating in Sudan, the INGO forum was established in 2009 as a key representation platform. To date, the forum is made up of 51 members and 17 observers operating across the country, including in some of the most difficult to reach parts of Sudan.

The INGO Forum is a permanent member of the Humanitarian Country Team (HCT) and the Inter-Cluster Coordination Group (ICCG). It co-leads the Humanitarian Access Working Group (HAWG), alongside OCHA and spearheads collective engagement with Government and other Authorities as well as with donors. The forum also leads collective advocacy nationally, regionally and internationally through its Advocacy Working Group (AWG) and in close coordination with the regional Inter-Agency Working Group (IAWG) and Member liaison offices in key donor/diplomatic capitals around the world.

Since 2023, the situation in Sudan has dramatically shifted as state and non-state actors wage a brutal conflict. The situation in non-Sudanese Armed Forces - controlled areas is particularly dire, with humanitarian access severely restricted and the absence of United Nations (UN) presence exacerbating the challenges. As humanitarian needs continue to escalate, there is an urgent need for an interim solution to address critical gaps in coordination, common services and aid delivery.

To this end, the three core tenants of the INGO Forum’s work include:

- **Coordinated aid delivery** – Enhancing operational alignment across organizations to maximize humanitarian impact.
 - This includes establishing an **NGO-led coordination mechanism** under the Sudan INGO Forum to provide immediate, effective, and well-managed humanitarian responses in these areas to ensure that urgent needs are met and operations are not disrupted.
- **Common service provision** – Offering essential support, analysis, and shared resources to facilitate NGO operations.
 - This includes common negotiation support i.e. for access or against BAI, collective advocacy efforts, information sharing, donor and stakeholder engagement, security and admin SOPs and collective position papers, etc.
- **Stakeholder coordination and representation** – Engaging with donors, UN agencies, authorities, and the broader humanitarian system to advocate for improved response conditions.
 - There is of course a convening and facilitation role included in this representation function

The Position (General Position Summary)

Sudan INGO Forum seeks to engage an IT/Web Consultant for a period of one month to design, set up, and launch an organisational website with a secure members-only portal. The organisation already has access to MemberSpace and would like this license used to provide secure member access management on the website.

A key priority for this assignment is that the final website and portal must be easy to maintain by a non-technical focal point. The consultant must therefore recommend and implement a setup that minimizes technical complexity, includes clear content management procedures, and provides straightforward handover documentation and training. MemberSpace's documentation indicates that site admins can be invited, content and member settings can be managed in the MemberSpace dashboard, and installation is handled through the global website header, which supports a relatively manageable operating model after setup.

The objective of this consultancy is to deliver a functional, user-friendly, secure, and easy-to-maintain organisational website with a protected member portal using the organisation's MemberSpace license.

The consultant will ensure that the final setup allows designated non-technical staff to update website content, manage basic member access workflows, and coordinate routine maintenance with minimal external support.

Scope of Work

The consultant will:

- Review the organisation's website needs, audience, content structure, and member portal requirements.
- Recommend the most appropriate website platform/CMS for easy non-technical maintenance, with preference for a no-code or low-code setup where possible.

- Design and set up the public-facing website, including standard sections such as Home, About, Programmes/Work Areas, Resources, News/Updates, Contact, and any other agreed pages.
- Integrate the website with MemberSpace to create a secure members-only portal for restricted content and/or resources. MemberSpace can be installed by copying the install code from the dashboard and adding it to the global header of the website.
- Configure member access structure, including protected pages, navigation, login/signup access points, and relevant portal settings. MemberSpace documentation notes that client sites can be configured for content, plans, wording, notification emails, and member navigation from the dashboard.
- Set up administrator access for the organisation and ensure the designated staff member is added as an admin where needed. MemberSpace supports inviting client admins through its admin management settings.
- Ensure the setup is secure, organized, and appropriate for ongoing use by the organisation.
- Create a simple content management process for non-technical users, including how to update text, upload documents, add pages or posts where relevant, and manage basic member-facing content.
- Provide basic branding/layout customization, ensuring the website is professional, accessible, and easy to navigate.
- Test the website and portal functionality across desktop and mobile devices before handover.
- Deliver hands-on orientation/training to designated staff on day-to-day maintenance.
- Submit short, practical documentation/manuals for future maintenance and troubleshooting.

Deliverables

The consultant will be expected to deliver the following:

1. **Inception note/workplan** within the first week, including proposed site structure, implementation approach, and timeline.
2. **Website sitemap and wireframe/content structure** for approval.
3. **Fully configured public website** on the agreed platform/CMS.
4. **Secure member portal integrated with MemberSpace**, including protected content/pages and tested login/access flow. MemberSpace provides installation verification after setup through its “Verify Install” function.
5. **Admin setup and handover**, including organisation admin access to both the website platform and MemberSpace where applicable. MemberSpace’s agency/client guidance states that clients can be invited as admins and remain able to manage the site after handoff.
6. **User guide/manual** written for a non-technical staff member, covering:
 - a. How to edit website text and images
 - b. How to upload or replace files/documents
 - c. How to add or remove content
 - d. How to manage member access at a basic level
 - e. What to do if something stops working
7. **Training session** for designated staff.
8. **Final assignment report** summarizing work completed, credentials/access handed over, issues resolved, and recommendations for future maintenance.

Supervisory Responsibility

N/A

Accountability

Reports Directly To: INGO Forum Information Management and Membership Services Coordinator

Works Directly With: INGO Forum Director, Steering Committee

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualification & Transferable Skills

- A graduate degree in a relevant field or equivalent experience
- 5-7 years of IT/webdesign experience
- Proven experience in website design and setup for organisations, NGOs, associations, or similar entities.
- Demonstrated experience creating secure members-only areas or portals on websites.
- Experience working with MemberSpace or similar membership access tools is strongly preferred. MemberSpace supports protected content, admin invitations, billing connection, and member access configuration through its dashboard.
- Strong knowledge of user-friendly CMS/platforms suitable for non-technical administrators.
- Ability to translate technical setup into simple operational guidance for non-technical staff.
- Good communication skills and ability to provide short practical training.
- Strong troubleshooting and documentation skills.
- Fluency in English (written and spoken)

Desirable Requirements

- Previous humanitarian experience in Sudan, Chad or South Sudan
- Existing relationships with relevant stakeholders including NGOs, UN agencies, donors, national authorities and regional counterparts
- Working knowledge of Arabic and French a plus

Success Factors

The successful candidate will have proven experience working well in high pressure and high stress environments. S/he will be a strong communicator, have excellent organizational skills, and be proactive and engaging. S/he will have experience navigating a variety of cultural contexts and will exercise sensitivity in engagements accordingly.

Application Process



Interested applicants should submit the following documents:

1. Technical Proposal outlining the proposed approach, methodology, workplan, and relevant experience.
2. Financial Proposal detailing all consultancy costs.
3. Updated Curriculum Vitae (CV) highlighting relevant qualifications and experience
4. Valid Tax Registration Certificate.

Applications should be sent to tenders.mck@mercycorps.org with the subject line “**INGO Forum IT Consultant**” no later than **6 August 2026**.

Living Conditions / Environmental Conditions

The position is based in Port Sudan and it requires up to 40% travel to support country programs, which may include travel to insecure locations where freedom of movement is limited and areas where amenities are limited. Housing for this role is in individual housing and staff will have access to good medical services and the living situation is of a high standard.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

Team Engagement and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work.

We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect



and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC **and have signed on to the [Interagency Misconduct Disclosure Scheme](#)**. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercy Corps.org).