

Job description

REACH HEAD OF PROGRAMME / DEPUTY COUNTRY COORDINATOR – SYRIA (JORDAN-BASED)

(Reference: 19/SYR/HOPDCC01)

BACKGROUND ON IMPACT AND REACH

REACH was born in 2010 as a joint initiative of two International NGOs ([IMPACT Initiatives](#) and [ACTED](#)) and the United Nations Operational Satellite Applications Programme ([UNOSAT](#)). REACH's **purpose** is to promote and facilitate the development of information products that enhance the humanitarian community's decision making and planning capacity for emergency, reconstruction and development contexts. REACH facilitates information management for aid actors through three complementary services: (a) need and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative. The IMPACT team comprises specialists in data collection, management and analysis and GIS. IMPACT was launched at the initiative of ACTED, an international NGO whose headquarter is based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

We are currently looking for a REACH Head of Program / Deputy Country Coordinator to oversee Programmes and Operations under the REACH Syria mission. The position is based in Amman with frequent travel to all hubs, including Turkey, Lebanon, Iraq, and Northeast Syria.

Department: REACH
Position: REACH Head of Program / Deputy Country Coordinator
Contract duration: 1 year
Location: Amman, Jordan
Starting Date: ASAP

COUNTRY PROFILE

Into its ninth year of conflict, conditions in Syria remain highly volatile and marked by intense violence and limited humanitarian access. The scale, complexity, and severity of humanitarian needs in Syria extends the necessity for up to date, timely, and accurate information. Evidence-based planning and programming remains paramount to ensure that the response adequately meets the needs of the most vulnerable people and is tailored to different realities across communities and over time. However, informing operational and strategic planning remains highly challenging, as accessibility and security issues impede systematic data collection. A lack of predictable and consistent data undermines the ability of humanitarian actors to review their approach in light of the dynamic context. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has over the years grown significantly both in size and in influence as an actor in the

Syria response. REACH coordinates closely with OCHA, nearly all clusters, key working groups (IM and technical) within the Syria coordination system, and various NGO fora in order to identify, address, and raise awareness of key information gaps, as well as to uphold the quality of data used to inform the response.

Through these engagements, REACH has identified that the following key challenges remain: (1) the lack of a needs tracking system that brings together and shares timely and regular information on changes in needs from a variety of sources; (2) the ability to conduct coordinated large scale data collection on a more regular basis – particularly critical in the highly volatile context, and during key humanitarian milestones such as the HNO; (3) the lack information from harder to reach areas with some of the most acute needs, such as Menbij and Afrin in northwest Syria and Deir-ez-Zor governorate (4) lack of ability to quickly mobilise data collection in areas experiencing sudden escalations in conflict, due to accessibility, operational and security constraints; (5) the lack of more granular and detailed information on needs and response capacity on specific newly accessible geographic areas, such as Menbij.

Broadly speaking, REACH Syria implements assessments within four key streams:

- *Monitoring of the humanitarian situation in Syria*, through monthly assessments covering over 1,600 communities in Syria, market monitoring to track prices of goods as per the survival minimum expenditure basket (SMEB), and ad hoc rapid assessments in times of sudden escalations in conflict or natural disasters.
- *Displacement tracking*, through tracking the movement of IDPs and Spontaneous Returnees down to a 24-48 hour-basis, as well as monitoring the humanitarian situation inside IDP camps and informal settlements.
- *Area-Based Assessments* to support humanitarian actors with response coordination and planning through the identification of key response gaps by comparing humanitarian needs data with response information, in a set locality – often one that has recently become accessible and/or that is recovering for instance from besiegement or conflict activity.
- *Technical support to clusters*, for example in the form of coordination and implementation of sector and multisector assessments to inform the HNO, production of thematic assessments, presentations of findings, and capacity building.

More information can be found here: <http://www.reach-initiative.org/where-we-work/ongoing-field-presence/syria> .

POSITION PROFILE

REACH is currently recruiting for a Head of Program / Deputy Country Coordinator to, under the close supervision of the REACH Syria Country Coordinator, oversee the operational and programme management of all REACH Syria projects. The role will involve oversight of all REACH Syria Research Cycles (projects), line management of and project management support to all REACH Syria Project Focal Points (Project Managers), project and grants development and management, including liaison with and reporting to donors, operational oversight (financial, logistical, team capacity and team structures), Human Resource management (recruitment and staff welfare), external engagement (external representation, partnership development and maintenance), strategy development, through contextual understanding both of the crisis and the coordination structure, as well as upholding team morale. This person will join the REACH Syria Senior Management Team and will as such be working alongside the REACH Syria Technical Managers, who oversee the Assessment and GIS Units of the REACH Syria mission. The position will be based in Amman with regular travel to all REACH Syria hubs, including Turkey, Lebanon, Iraq, and Northeast Syria.

FUNCTIONS

1. Oversight of all REACH Syria Research Cycles (Projects) and team management

- Line management of all project focal points and Field Managers (except for those based in the Northeast Syria office).
- Overseeing that Research Cycles are designed and implemented according to:
 - IMPACT's guidelines and quality standards and in accordance with technical direction from Technical Assessment Managers;
 - lessons learned and input from relevant stakeholders (OCHA, clusters, working groups, NGO forums, etc.);
 - in line with the REACH Syria strategy and information needs of humanitarian actors;
 - realistic timelines identified through supporting project focal points in prioritisation and in setting and meeting deadlines by identifying staff capacity, operational requirements, and any bottlenecks;
 - humanitarian milestones/external deadlines.
- Keep track of progress and delays of all Research Cycles and ensure that delays or identified challenges for specific assessments are reported in writing and orally in a timely manner.
- Ensuring that Project Focal Points are provided the programme management training, support, and resources required to effectively and independently manage their Research Cycles. This includes:
 - regular follow-up and check-ins to project plan and identify any challenges or bottlenecks;
 - supporting in building and maintaining external relationships as relevant;
 - supporting project focal points as line-managers in developing strong and healthy teams, and maintaining staff welfare.
- Provide Field Managers with support to oversee Field Teams as well as:
 - Identifying capacity together with Field Managers and delegating data collection tasks accordingly to Field Teams (Project Officers and Enumerators);
 - Ensuring the welfare of Field Teams, particularly with regard to the security of enumerators inside Syria, in line with our internal Duty of Care policies;
 - Ensuring capacity building and skill identification of Field Teams.
- Together with the Country Coordinator, ensure that all team members and hubs are kept up-to-date on key activities, plans, and achievements;
- Review REACH Syria information products in coordination with the SMT, to ensure that products are of high quality, user-friendly, and effectively inform target audiences, before being sent to IMPACT HQ for validation.
- Oversee Monitoring and Evaluation (M&E) processes and support focal points in following these, including training FPs on M&E, ensuring that M&E matrices are being accurately filled out in a timely manner, and that M&E is used to inform future project priorities.
- Together with the rest of the SMT, ensuring a good work environment and taking active steps to ensure staff welfare. This will include building strong professional relationship, having good visibility of issues in teams through regular check-ins, as well as maintaining a professional, respectful, and supportive tone in the office.

2. Grants development and management

- Under the supervision of the Country Coordinator and with support from project focal points, lead in the development of proposals.
- Lead on donor reporting, including tracking of deadlines, delegation, and follow-up of tasks to project focal points, review, and writing of reports.
- Ensure that M&E processes are followed and that findings are reported accurately.
- Maintain REACH Syria's strong relationships with its existing donors through regular meetings to brief on project progress, key developments in the Syria context and coordination structure, findings from assessments, concerns with regards to information gaps, as well as development of new grants as needed.
- Under the supervision of the Country Coordinator, support with the creation of a fundraising strategy through strengthened engagement with new donors and partners.

3. Operational oversight (financial, logistical, staff capacity, team structure)

- Together with the Country Coordinator, support the REACH Finance Manager in budget follow-up, mainly through expense forecasting together with project focal points and REACH Field Managers.
- Follow established processes to manage operational spending, particularly staff allocation tables and enumerator allocation tracking sheets. This will include seeking to improve processes and also identify opportunities for strategic expansion of projects and coverage.
- Support with training project focal points how to conduct expense forecasting and to engage in budget follow up.
- Together with the FLATs team ensure logistics, financial, administration, security, and HR processes have been appropriately implemented and coordinated with the relevant ACTED departments
- Together with the rest of the SMT, identify and address capacity issues across all REACH Syria teams and put in place mitigation measures should capacity issues arise.

4. Human Resource Management (recruitment and staff welfare)

- Together with the Country Coordinator, identify needs for staff recruitment;
- Drafting of ToRs together with the SMT and project focal points, liaison with HR at IMPACT Headquarters, conducting interviews, or supporting project focal points to conduct strong interviews.
- Together with the Country Coordinator, ensure that appraisals, contract renewals, and recruitments is done in timely manner to minimize gaps on the team.
- Conduct regular check-ins with project focal points, as well as with those managed by project focal points, to identify skills and interests on the team, as well as any issues influencing team/staff welfare.
- Together with the Country Coordinator, maintain team morale, a strong team spirit, and monitor staff welfare, as well as ensure team cohesion across various country bases.

5. External engagement (donor engagement, external representation, advocacy, partnership development and maintenance)

- Under the supervision of the Country Coordinator, ensure that REACH Syria maintains its strong relationships and position as a key information actor in the Syria response through regular engagement with representatives within the Syria coordination structure, key NGO forums, and other IM actors.

- Together with the Country Coordinator and project focal points when relevant, identify, develop and maintain partnerships with relevant actors, such as other IM actors, clusters/working groups, NGOs, and representatives of relevant NGO forums.
- Support the Country Coordinator in REACH Syria advocacy work; largely revolving around raising awareness of key findings with regards to the humanitarian situation in Syria and situating these within wider conversations in the Syria response, in order to ensure that key findings are heard and used to inform response strategies and implementation, and that the response is based on reliable information.
- Represent REACH and present findings at relevant key platforms/meetings.

6. Support in the development and implementation of the REACH Syria Strategy

- Closely follow the social, economic, and political situation in Syria as well as humanitarian coordination developments and key issues in the Syria humanitarian response.
- Together with the rest of the SMT, Country Coordinator, and Project Focal Points, regularly review REACH information products for relevance, user-friendliness, effectiveness, timeliness and to ensure that they sufficiently inform the target audience.
- Together with the SMT, support the Country Coordinator in strategy development and implementation through conversations with external actors, context monitoring, and conversations with focal points.
- Together with the Country Coordinator, ensure that project focal points are trained and able to situate their projects within the wider Syria context and support them in thinking strategically about their project.

REQUIREMENTS

- Excellent academic qualifications, including a Master degree in relevant discipline required;
- At least 4 years of relevant working experience in humanitarian, development or related settings, including at least 2 years in a programme management role;
- Excellent team management, coordination, organisational and planning skills required, including ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through an excellent ability to multi-task and prioritise;
- Experience with external engagement (donors, partners and other key stakeholders) required;
- Familiarity with the humanitarian coordination system required;
- Understanding of processes involved in conducting assessments required;
- Excellent communication and drafting skills required for effective reporting;
- Excellent analytical skills required;
- Experience managing multiple budgets an asset;
- Ability to work independently and manage people remotely required;
- Demonstrable ability to work under pressure and meet competing deadlines required;
- Solution-oriented, flexible, and open-minded, including ability to operate in a cross-cultural environment required;
- Good understanding of the Syrian context - past experience in the region is desirable;
- Fluency in English required, Arabic an asset;
- Ability to operate Microsoft Word and Excel required;
- A sense of curiosity, the drive to improve the humanitarian sector, and ability to see the big picture.

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance provided in country by IMPACT's partner ACTED
- Food and lodging provided at the organisation's guesthouse/or housing allowance (depending on contract length and country of assignment)
- Transportation costs covered, including additional return ticket + luggage allowance
- Provision of medical, life, and repatriation insurance + retirement package