

RESEARCH MANAGER, HUMANITARIAN SITUATION MONITORING UNIT SOUTH SUDAN

(Reference: 20/SSD/RMHSM01)

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 Institute for Training and Research (UNITAR) 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, supporting and working within the framework of the humanitarian reform process. 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, GIS and remote-sensing. 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, which allows particularly IMPACT to benefit from ACTED's operational support on its fields of intervention.

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Their interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Their 3,300 staff is committed to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

We are currently looking for a REACH Research Manager to lead our Humanitarian Situation Monitoring (HSM) unit in South Sudan.

Supervisor: REACH Country Coordinator
Title: REACH Research Manager
Location: Juba, South Sudan
Contract duration: 12 months
Start date: ASAP

COUNTRY PROFILE

IMPACT, through REACH, has been implementing programming in South Sudan since 2012. Responding to the Sudan Border Crisis, REACH initially engaged through coordinated information management support – in the form of refugee camp mapping and service provision analyses, thematic assessments, and multi-sectoral needs assessments – in Maban County, Upper Nile State and Pariang County, Unity State. IMPACT was engaged by DFID to provide a series of impact evaluations of their BRACE programming across Greater Bahr el Ghazal and Upper Nile States in 2013; a programme with run for two years, included 5 total assessments, and reached a total of more than 20,000 households. Immediately following the conflict of December 2013, REACH expanded its programming to include the IDP response, participating in Initial Rapid Needs Assessments of conflict affected areas, providing mapping and monthly service provision analyses for major IDP sites around the country, and running large-scale IDP return intentions assessments.

2018 saw the expansions of both IMPACT and REACH programming to 10 of 10 states, spanning the refugee, IDP and development responses, and covering diverse activities such as cross-border port monitoring, assessments of hard to reach areas, flood mapping and vulnerability analysis, market monitoring and supply chain analysis, analysis of tensions and conflicts over access to natural resources, and third party monitoring of humanitarian and development programming. In 2019, REACH expanded its role within the technical space, increasing involvement in Integrated Phase Classification (IPC), Needs Analysis Working Group, UN technical agencies, and academics. In 2020, REACH has also expanded into multiple new research cycle streams, including the Multi-Sector Needs Assessment (MSNA), sector specific, population movement, and AAP research.

PROJECT

The Humanitarian Situation Monitoring (HSM) unit monitors humanitarian needs and displacement of populations living in hard-to-reach areas across South Sudan. The unit carries out monthly monitoring of needs across the country, as well as frequent ad hoc assessments, and engages externally with both technical and research agencies, and key analysis and working group forums to identify information gaps and provide support for needs-based prioritisation across the response.

The main work stream is the monthly monitoring “Area of Knowledge (AoK)” methodology, through which staff conduct assessments in areas inside South Sudan where access to direct regular primary data collection is not possible. As of January 2020, AoK data is collected from sixteen bases (including Juba) in South Sudan, covering all ten states. Humanitarian information is collected at the settlement level in areas identified with ongoing violence or deepening food insecurity, through a network of key informants (KIs). The AoK approach provides regular, reliable indicative tracking of humanitarian needs over time, to support in prioritisation and identification of “hot-spot” areas witnessing a deterioration of humanitarian needs.

The HSM unit regularly engages with both internal and external assessment teams, technical agencies, and key analysis forums to identify information gaps, conduct ad hoc thematic assessments, and provide technical support as needed. To ensure data is directly informing humanitarian response planning, data is shared through formal coordination structures, such as OCHA, the ICCG, relevant clusters, and the IPC, with feedback from partners used for triangulation of gathered data and to inform research design and geographical targeting.

POSITION PROFILE

IMPACT is seeking an experienced candidate, who has previously managed various teams and implemented projects in a complex humanitarian setting. The candidate should be comfortable representing IMPACT with donors and be able to coordinate and liaise with a range of senior external partners. The Research Manager (RM) will be responsible for overseeing the development and strategy of the HSM unit, under the supervision of the IMPACT Country Coordinator and IMPACT HQ in Geneva. The position is based in Juba, Central Equatoria, South Sudan, with regular travel to other areas of the country.

The overall goal of the RM will be to ensure the smooth running of activities, and he/she will be responsible for the implementation and completion of the various work streams within the unit. This will include operational and programmatic oversight of sixteen REACH bases, and management of HSM activities, including line-management of 3 Senior Assessment Officers and 2 Assessment Officers, oversight of project implementation, operational oversight in terms of logistics, administration, HR, logistics, partner coordination, reporting, grants management, and finance, and providing input to the strategic development of REACH in South Sudan.

RESPONSIBILITIES

1. STAFF MANAGEMENT

- Direct management of senior international and national assessment team members, including recruitment, appraisals, and career management;
- Day-to-day management of HSM team, including the development of work plans and performance indicators, and development and implementation of capacity training plans to improve efficiency and performance;
- Conduct regular check-ins with staff within the unit, and promote team building, productivity and staff welfare as the main pastoral focal point for HSM staff;
- Be available to provide regular support and technical backstopping;
- Take on additional work streams and management responsibilities as well as advise in strategic mission decision-making as a member of the Senior Management Team (SMT), in coordination with the other research managers.

2. MANAGEMENT OF RESEARCH CYCLES

2.1 Assessment preparation and planning

- Ensure that all assessments are planned in-line with relevant project and programme objectives and with REACH research cycle and other relevant guidelines;
- Ensure that all Senior Assessment Officers are comprehensively briefed on objectives and expected outputs of research cycles, and that the overall implementation strategy of any given activity is clearly understood;
- Ensure that required secondary data analysis has been conducted in preparation for an assessment;
- For each assessment, review ToRs before they are sent to Geneva for validation and ensure that TORs are validated by HQ before data collection begins;
- Compose and construct, in close coordination with GIS and data management team, qualitative and quantitative data collection tools

- Lead on engagement with GIS teams and other research units on assessment requirements;
- Ensure relevant stakeholders and partners are engaged in assessment design and planning, data collection, and management.

2.2 Data collection

- Ensure that enumerators are identified and trained for primary data collection;
- Monitor data collection, ensuring correct implementation in line with agreed TORs;
- Keep track of progress and delays of all assigned assessment throughout the research cycle;
- Ensure regular situation updates on data collection have been produced and circulated to relevant REACH, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process;
- Ensure logistics, financial, administration, security and HR processes directly related to REACH are appropriately implemented, alongside the relevant ACTED departments;
- In coordination with the ACTED security department, monitor the security situation on the ground and conduct regular check-ins with staff in the field.

2.3 Product drafting

- Maintain regular communication with IMPACT HQ on progress and deadlines for written products;
- Ensure the drafting of timely and accurate assessment outputs (i.e. reports, factsheets, etc.) which comply with IMPACT's guidelines and quality standards;
- Review all HSM products before they are sent to IMPACT HQ for validation and ensure that all written products are validated by IMPACT HQ before external release.

2.4 Product dissemination and evaluation

- Under supervision of IMPACT HQ, ensure that research products are uploaded in relevant data portals, as specified in Research TORs;
- Ensure that lessons learned are gathered and documented at the end of each research cycle;
- Under the direction of the Country Coordinator, engage in the dissemination of research products, including through articles, IMPACT social media contents, targeted e-mails, coordination body presentations, and bilateral meetings, in line with IMPACT Dissemination and External Communication Guidelines and Research TORs;
- Support the Country Coordinator to conduct monitoring and evaluation as specified in the research TORs and in line with IMPACT Guidelines.

3. STRATEGY DEVELOPMENT AND IMPLEMENTATION

- Lead on identifying information gaps in line with humanitarian priorities, and identify advocacy and dissemination strategies to strengthen the impact of our work;
- Lead on formalising synergies with other assessment and knowledge management actors, as well as strategic partnerships with key humanitarian stakeholders and decision makers;
- As a member of the Senior Management Team (SMT), contribute to the development and implementation of the REACH South Sudan country strategy;
- Review dissemination strategies to strengthen the impact of HSM projects.

4. EXTERNAL ENGAGEMENT

- Represent REACH/IMPACT in cluster and multi-sector meetings/technical working groups in country, and follow up on technical issues identified in cluster meetings;
- In coordination with the Country Coordinator, present research findings to relevant partners, to enhance their use and impact;
- In coordination with the Country Coordinator, ensure that relevant partners are consulted and involved at all stages of research cycle: the preparation of the assessment; data collection; data analysis; review of research products; product dissemination; and lessons learnt;
- Ensure that external communications with partners and key stakeholders, including UN agencies, local and national government, and NGOs has been conducted and documented as appropriate
- Support the IMPACT Country Coordinator in external engagement on REACH/IMPACT strategy or (when requested and with focal point) for fundraising and grants management.

5. ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES

The RM is responsible for ensuring that all interactions with South Sudanese communities are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about IMPACT programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every IMPACT staff member.

6. CONFIDENTIALITY AND DATA PROTECTION

The Research Manager will maintain the strictest confidentiality on all data collected and related processes. He/she will actively take measures to prevent the unauthorized sharing of any information and data belonging to IMPACT and its partners, or collected during his/her assignment with IMPACT.

REQUIREMENTS

- ❖ Excellent academic qualifications, including a Master's degree, if relevant;
- ❖ 3-5 years of relevant work experience in a humanitarian setting, such as program management, evaluation and assessments;
- ❖ Previous experience managing large and complex teams in a humanitarian setting required, ideally with experience in a senior management role in an INGO team;
- ❖ Excellent management, coordination, organisational and planning skills required, including an ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through multi-tasking and prioritisation;
- ❖ Experience with external engagement (donors, partners and other key stakeholders) required;
- ❖ Familiarity with the humanitarian coordination system required;
- ❖ Excellent communication and drafting skills required for effective report writing;
- ❖ Excellent analytical skills required, and an ability to situate findings within a wider context;
- ❖ Solution-oriented, flexible, and open-minded, including ability to operate in a cross-cultural environment required;
- ❖ Fluency in English required;
- ❖ Strong knowledge of Microsoft Word and Excel required;
- ❖ Experience with mobile data collection (ODK, ONA, KOBO) required;

- ❖ Knowledge of the Adobe Suite software, particularly Illustrator and InDesign an asset;
- ❖ Prior knowledge of the South Sudan context an asset;
- ❖ Experience working and living in challenging environments, especially South Sudan, for extended periods of time an asset;
- ❖ Willingness to relocate to South Sudan.

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance
- Food allowance and lodging provided at the organisation's guesthouse
- Transportation costs covered, including additional return ticket + luggage allowance
- Provision of medical, life, and repatriation insurance + retirement package