

RESEARCH MANAGER IN ARMENIA

(Reference: 20/ARM/RM01)

CONTEXT AND OVERVIEW

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland, which specializes in data collection, management and analysis in order to support humanitarian action. IMPACT is a sister organization of ACTED, an international NGO whose headquarter is based in Paris and which is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which allows particularly to benefit from ACTED's operational support on its countries of intervention.

We currently have an open position for a Research Manager in Armenia, seeking an established professional with extensive knowledge and technical expertise in designing, managing and implementing multi-stakeholder assessments in both humanitarian and development contexts. The ideal candidate will be eager to work in a dynamic organization with opportunities to apply excellent coordination skills whilst overseeing multiple research cycles which will inform humanitarian and development actors.

Title: REACH Research Manager

Location: Yerevan, Armenia with frequent travels in country

Contract duration: 6 months

Start date: ASAP

Since 27/09, fighting in Nagorno Karabakh (population of 150,000) has killed and injured hundreds of civilians on both sides of the line of contact that separates Azerbaijan and the disputed territory. In October and November, shelling in the main cities of NK has displaced NK residents to Armenian cities bordering NK and larger cities e.g. Armenia. An estimated 90,000 people have been displaced according to the Armenian Ministry of Foreign Affairs, despite official figures not being publicly available. Shelling and missile attacks have damaged homes and critical infrastructure (ICRC). A ceasefire was brokered by Russia on 10/11 and signed by both Armenia and Azerbaijan. Immediate stop to fighting was agreed and a Russian peacekeeping mission in NK with a mandate of 5 years will be deployed. Under the terms of the agreement, control over several districts surrounding NK will be handed-over to Azerbaijan, while Russian peacekeepers will guarantee security in certain districts of NK and critical connecting corridors such as the Lachin corridor connecting Armenia and NK and a new link between Azerbaijan and Nakhchivan. Based on a rapid assessment by REACH and PIN (attached), main priorities for affected populations (displaced) are warm clothes, shelter, food, medicines, cash and hygiene items. Host communities will also require assistance in terms of shelter, non-food, food and WASH. Finally, Armenia has one of the highest rate of confirmed COVID-19 cases per 100,000 people and harsh winters: combined shocks of displacement, COVID-19 and winter will likely create significant humanitarian needs that need to be identified, monitored and communicated to humanitarian actors. In response to this multi-faceted crisis REACH is setting up an operation in Armenia to support the humanitarian coordination system by providing information management and assessment capacities.

FUNCTIONS

Under the functional supervision of the IMPACT Director of Country Program in Geneva, the Research Manager is responsible for the coordination and implementation of all assessments in Armenia and for managing the research team in country comprised of 5 persons. They are responsible to ensure compliance to all IMPACT research and reporting procedures as well as providing strategic guidance on project development. He/she is also responsible for related coordination of logistics, partner engagement, reporting and project reporting.

In his/her mission, the Research Manager will be hosted by ACTED and will fall under the responsibility of ACTED's Country Director and his/her delegates. S/he and will fully abide to ACTED's Security, HR, Administration and Logistics rules and regulations.

RESPONSIBILITIES

Under the supervision of the Director of Country Programs based in Yerevan, Armenia, the Research Manager Officer will be responsible with the support of the research, GIS and data, and field teams in-country:

- 1. Management of all research cycles**
- 2. Project Cycle Management**
- 3. Management of Assessment Team**
- 4. External relations**
- 5. Strategy Development and Implementation**

1. Management of all research cycles

1.1 Assessment Preparation and Planning:

- Ensuring that all assessments are planned in line with relevant project and program objectives and with REACH's research cycle and other relevant guidelines
- Ensure that required secondary data analysis has been conducted in preparation of an assessment;
- For each assessment, review ToRs before they are sent to Geneva for validation and ensure that ToRs are validated by HQ before any data collection begins
- Ensure that ToRs are understood and used by assessment staff and stakeholders, and updated as required; Compose and construct, in close coordination with GIS and data management team, qualitative and quantitative data collection tools; ensure engagement with GIS teams on GIS requirements of research cycle/assessment
- Keep track of progress and delays of all assigned assessment throughout the research cycle. Ensure that delays or identified challenges for specific assessments are reported in writing and orally in a timely manner
- Ensure relevant stakeholders and partners are engaged in assessment design and planning.

1.2 Product dissemination and evaluation

- Under the direction of the Director of Country Programs, engage in the dissemination of research products, including through articles, IMPACT social media contents, targeted e-mails, presentations, meetings, etc, in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs;
- 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
- Support the Director of Country Programs to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines.

2. Project Cycle Management

2.1 Project Implementation Follow-up

- Oversee and monitor the implementation of REACH humanitarian situation monitoring projects, ensuring that technical quality and standards are considered and respected during project implementation;
- Support the Assessment officers of to implement all aspects of the project
- Conduct regular follow-up of work plans, identify and address any delays in a timely and effective manner
- Monitor output achievement, project expenditure and ensure a timely completion of the project.

2.2 Grants Management

- Support the Director of Country Programs in drafting of relevant project narrative and financial reports;
- Maintain an oversight of budget availability and expenditure for assessment activities for which s/he is responsible;
- Ensure that contractual obligations are met in terms of programs deliverables;
- Ensure the activities are implemented according to the approved donor and partnership agreement;
- Ensure that donor, IMPACT and ACTED rules and procedures are understood and respected by REACH teams in country, sharing information and conducting training if required on proposed systems and processes for REACH staff;
- Prepare documentation for any project modifications, including budget revisions, amendments or extensions. Ensure such changes are made in close consultation with the IMPACT Director of Country Programs

3. Management of Assessment Team

- Conduct regular meeting with all international and senior national Assessment Team members to assess progress in all research cycles and to review work plan;
- Bilateral management of international and senior national assessment team members, including (in consultation with Director of Country Programs the conduct of appraisals, as well as participation in staff career management;
- In coordination with Director of Country Programs, conduct induction for new staff members, including training in basic technical competencies for assessment design, implementation and analysis;
- Support Director of Country Programs in the development and implementation of capacity training plans for REACH assessment and field team member;
- Be available to provide regular support and technical backstopping;
- When relevant, support/ lead staff appraisal and recruitment process in collaboration with Director of Country Programs

4. External relations

- In coordination with the Director of Country Programs, 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 partner engagement is documented;
- In coordination with the Director of Country Programs, present research findings to relevant third parties, to enhance their use and impact;
- Ensure that external communications with partners and key stakeholders, including relevant UN agencies, local and national government, and NGOs has been conducted and documented as appropriate;
- In coordination with the Director of Country Programs, represent REACH/IMPACT in technical external engagements related to assessments;
- Support the IMPACT Director of Country Programs external engagement in relation to REACH/IMPACT strategy or (when requested and with focal point) to fundraising and grants management

5. Strategy Development and Implementation.

- In support to the Director of Country Programs, the Unit Manager will actively contribute to the development of the REACH/IMPACT strategy in Armenia. In particular s/he will support in identifying and concretising:

- The need for assessments, in line with humanitarian priorities
- Synergies with other assessment and knowledge management actors
- Strategic partnerships with key humanitarian stakeholders and decision makers
- Key events / milestones that should be informed
- Advocacy and dissemination strategies to strengthen the impact of our work
- Support in the preparation and follow up of country level internal strategic workshops and plans
- Engagement with IMPACT HQ in global level strategic priorities

KEY PERFORMANCE INDICATORS

- Institutional engagement in research process:
 - o # and type of actors participating in various steps of research cycles
 - o Reported level of satisfaction by actors involved in the research
- Use of research findings to inform aid response:
 - o # and type of actors accessing and using drafted research products
 - o Reported level of satisfaction by actors using research findings
 - o # of references to research findings in key humanitarian planning and response documents
 - o # of key events/ milestones informed by research cycles/ assessments
- Management of research process:
 - o # of research cycles completed
 - o % of research cycles with complete documentation folder (validated TOR(s)/Methodology note(s) for assessment(s) including all annexes; validated data set(s) and cleaning log(s); validated output(s).
 - o % of projects completed with complete grants and finance management folder (BFUs, RFUs, project fact sheets, etc.)
 - o % of research projects completed without overspending/underspending
- Human Resource management
 - o Retention rate among supervised national and international staff
 - o Progression in performance of supervised staff

CONFIDENTIALITY

The Assessment Officer 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 or collected during his/her assignment.

REQUIREMENTS

- Excellent academic qualifications, including a master's degree in development economics, or another relevant discipline
- At least 5 years of relevant working experience in development or transitional settings, through either research, evaluation, assessments, or programmes
- Demonstrated management experience in a multi-cultural environment
- Previous experience in managing large scale multi-stakeholder assessment required
- Prior field experience required. Field research, M&E, or assessment experience highly desirable
- Excellent analytical skills
- Excellent communication and drafting skills for effective reporting

- Excellent presentation and influencing skills
- Excellent team management skills
- Ability to operate in a cross-cultural environment requiring flexibility
- Past experience in conflict affected regions is desirable
- Fluency in English required, Russian language skills is highly desirable
- Ability to operation Microsoft Word, Excel and Project Management Software
- Advanced skills in SPSS and/or R, STATA or other statistical analysis software an advantage
- Ability to multitask with tight deadlines, on numerous research cycles
- Ability to work independently and manage people remotely

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance
- Free 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