

IMPACT Iraq Deputy Country Coordinator - Operations

(Reference: 20/IRQ/DCC01)

BACKGROUND ON IMPACT AND REACH

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the REACH Initiative, PANDA and AGORA. 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.

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.

AGORA is an interagency initiative of IMPACT Initiatives and ACTED, and promotes the stabilisation of fragile crisis-affected areas by strengthening local crisis response capacities and enabling inclusive recovery efforts. AGORA's work is structured around two pillars: synergies between local actors and exogenous aid stakeholders and the use of settlements as the territorial unit for the planning, coordination and provision of aid and basic services. By doing so, AGORA not only improves the efficiency, relevance and effectiveness of humanitarian response but also promotes a more sustainable recovery of crisis-affected communities, providing a partnership and territorial framework that enables linkages between relief, rehabilitation and development action.

PANDA is IMPACT's programme stream which aims to improve the effectiveness, efficiency and efficacy of humanitarian and development interventions and to inform partners' entire program cycle, including program design, assessments, monitoring and evaluation. Where REACH and AGORA focus on support for coordination structures, group decision making processes and open access to information, PANDA works through bi-lateral relationships with key decision makers with all outputs being the partner's property.

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 in to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

We are currently looking for a native Arabic-speaking IMPACT Deputy Country Coordinator to oversee operations and programme support activities for the IMPACT Iraq mission. The position is based in Erbil with frequent travel to field offices including Baghdad, Dohuk, Mosul, Sulaymaniyah and Tel Afar.

Supervisor: IMPACT Country Coordinator
Title: IMPACT Deputy Country Coordinator (Iraq)
Location: Erbil, Iraq
Contract duration: 1 year
Start date: ASAP

COUNTRY PROFILE

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

POSITION PROFILE

IMPACT is currently recruiting a Deputy Country Coordinator (DCC) for Iraq oversee the operational and programme support aspects of all IMPACT Iraq projects. S/he will work under the close supervision of the Country Coordinator and will provide oversight and line management of staff focusing on operational and programme support. S/he will also support the mission through external engagement (external representation, partnership development and maintenance) and strategy development where appropriate. This person will join the IMPACT Iraq Senior Management Team and will as such be working alongside the Operations Coordinator and Technical Managers who oversee the Operations and Research Units of the IMPACT Iraq mission. The position will be based in Erbil with regular travel to all field office locations including Baghdad, Dohuk, Mosul, Sulaymaniyah and Tel Afar.

RESPONSIBILITIES

1. Oversight of all operations and programme support activities and team management

- Direct management of all Operations Unit and programme support activities (Finance, Logistics, Administration and Security “FLATS”), and line management of the Operations Coordinator and FLATS staff
- Ensure implementation of finance, logistics, admin, security and data collection processes across Research Cycles, ensuring that delays and challenges are identified and reported in a timely manner, within the framework of IMPACT and ACTED global processes and in close coordination with relevant country and global staff in both organizations
- Provide Operations Coordinator with support to oversee Field Teams as well as:
 - Identifying capacity together with Operations Coordinator and delegating data collection tasks accordingly to Field Teams (Field Officers and Enumerators);
 - Ensuring the welfare of Field Teams, particularly with regard to the security of enumerators inside Iraq, 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;

- Oversee Accountability, Monitoring and Evaluation (AME) processes and support focal points in following these, including coordinating responses to feedback received from assessment respondents through the Complaints Response Mechanism (CRM), training staff 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, ensure a productive and mission-focused work environment and take active steps to ensure staff welfare.

2. Grants development

- Under the supervision of the Country Coordinator and in close collaboration with SMT, project focal points and FLATS staff, support the development of proposals in-line with mission needs and within the framework of IMPACT and ACTED global processes and in close coordination with relevant country and global staff in both organizations

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

- Track financial management processes, providing coordination support between project and operations staff and Senior Finance Officer as needed. This will include seeking to improve processes as well as identifying opportunities for strategic expansion of projects and coverage.
- Support training of project focal points on budget management
- Together with the FLATS team ensure logistics, financial, administration, security, and HR processes have been appropriately implemented and coordinated with the relevant ACTED departments in line with IMPACT and ACTED global processes and in close coordination with relevant country and global staff in both organizations
- Together with the rest of the Senior Management Team, identify and address capacity issues across all REACH Iraq 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 ToRs together with the Senior Management Team and project focal points, liaising with HR at IMPACT Headquarters, and supporting recruitment processes as needed;
- Together with the Country Coordinator and senior managers, ensure that appraisals, contract renewals, and recruitments are done in timely manner to minimize gaps on the team;
- Conduct regular check-ins with line reports 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 and where relevant, ensure that IMPACT maintains its strong relationships and position as a key information actor in the Iraq response through regular engagement with representatives within the Iraq coordination structure, key NGO forums, and other information management actors.

- Together with the Country Coordinator and project focal points when relevant, identify, develop and maintain partnerships with relevant actors, such as other information management actors, clusters/working groups, NGOs, and representatives of relevant NGO forums.
- Support the Country Coordinator in IMPACT Iraq advocacy work; largely revolving around raising awareness of key findings with regards to the humanitarian situation in Iraq and situating these within wider conversations in the Iraq 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 IMPACT Strategy in IRAQ

- Closely follow the social, economic, and political situation in Iraq as well as humanitarian coordination developments and key issues in the Iraq humanitarian response.
- Together with the rest of the Senior Management Team, Country Coordinator, and project focal points, regularly review IMPACT information products for relevance, user-friendliness, effectiveness, timeliness and to ensure that they sufficiently inform the target audience.
- Together with the Senior Management Team, 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 Iraq context and support them in thinking strategically about their project.

REQUIREMENTS

- Excellent academic qualifications, including a Masters degree in relevant discipline required;
- At least 8 years of relevant working experience in humanitarian, development or related settings, including at least 4 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;
- Demonstrated ability to manage administrative, finance and/or logistic processes required;
- Experience with external engagement (donors, partners and other key stakeholders) 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 Iraq context - past experience in the region is desirable;
- Native fluency in Arabic and professional fluency in English required
- Proficiency in standard business software 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
- 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