

REACH OPERATIONS MANAGER IN NORTHEAST SYRIA

(Reference: 20/SYR/OM)

BACKGROUND ON IMPACT

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

We are currently looking for a REACH Operations Manager to support our team in Northeast Syria.

Position: REACH Operations Manager

Contract duration: 12 months

Location: Amuda, Syria

Start Date: ASAP

COUNTRY PROFILE

Into its tenth year of conflict, conditions in Syria remain highly volatile and marked by 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. REACH works in opposition controlled parts of Syria and 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.

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

- *Monitoring of the humanitarian situation in Syria*, through monthly assessments covering over 1,500 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 Returnees as well as monitoring the humanitarian situation inside IDP camps and informal settlements.
- *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.

For an example of REACH Syria information products, please see below:

- [REACH: Southern Idleb and Northern Hama Rapid Needs Assessment, Factsheet - May 2019](#)
- [REACH: Humanitarian Situation Overview in Syria, March](#) [Northeast regional factsheet](#) and [Northwest regional factsheet](#)

FUNCTIONS

REACH is currently recruiting for an Operations Manager (OM) to manage the REACH Northeast Syria hub. The overall goal of the Operations Manager will be to ensure the smooth running of REACH activities in the hub.

This will include full operational and programmatic management of the hub and its two bases in Amuda and Raqqa. More specifically, s/he will be responsible for overall programme management of REACH activities in this hub, including oversight of project implementation, operational oversight in terms of logistic, finance, administrative and HR, as well as strategy development and implementation, and partner engagement in NES. The REACH OM will represent REACH to key external actors, including stakeholders in the humanitarian coordination system, as well as technical working groups and various NGO fora and information management groups. S/He will ensure the dissemination of REACH findings to the relevant stakeholders and monitor information needs of the humanitarian community. More generally, the REACH OM is expected to contribute to the creation of a positive image and overall credibility of the organisation. The position is based in Amuda, Northeast Syria, with potential travel to Raqqa.

The OM will be part of the reach Syria senior management team, and will as such be responsible for identifying strategic gaps and opportunities for reach in northeast Syria and to contribute to the reach whole of Syria strategy.

Summary

Under the REACH Syria Deputy Country Coordinator (based in Amman, Jordan), the REACH Operations Manager shall be responsible for:

- Operational management of the REACH Northeast Syria hub, including all field staff and enumerators;
- Supporting Focal Points and Field Staff in accurately estimating assessment timelines and resources needed for assessment implementation;
- Overall design and implementation of work plans together with REACH project focal points and field staff,
- Oversight of logistics and recruitment for the hub in liaison with ACTED Finance, Logistics, Security and HR departments.
- In coordination with REACH Senior Management Team, external representation of REACH with donors, partners, and the wider aid community through clusters and sectoral working groups,
- Ensuring that assessment strategies are implemented in a structured and coherent manner in line with project and strategic objectives;
- Ensure the timely dissemination, presentation and sharing of REACH information to external actors,
- Supporting the development/revision of assessment/programme strategies, reports, or new proposals;
- Continuously seek to improve and innovate REACH assessments, information products and processes to identify and meet information gaps in the Syria humanitarian response in order to support in the facilitation of an evidence-based response.

RESPONSIBILITIES

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

- Line management of field managers and other field staff in Northeast Syria.
- Support research managers in ensuring 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 data collection and ensure that delays or identified challenges for specific assessments are reported in writing and orally in a timely manner.
- 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
 - Ensuring capacity building and skill identification of Field Teams together with the Technical Assessment Officer
- Ensure that all team members and hubs are kept up-to-date on key activities, plans, and achievements;

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

- Support the Country Coordinator and the REACH Finance Manager in budget follow-up, mainly through contribution to Allocation tables, budget review and expense forecasting together with project focal points and REACH Field Managers.
- Follow established processes to manage operational spending of the Northeast Syria hub, 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.
- Control project budgets at area level to avoid under/over spending under supervision of the Country Coordinator and ACTED Finance
- Ensure timely and quality procurement management at area level
- Ensure proper asset and stock management at area level
- Ensure proper IT systems, data back-up and protection from malware at area level
- Ensure sufficient and reliable means of communication at area level
- 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

3. Human Resource Management (recruitment and staff welfare)

- Together with the Country Coordinator and Deputy 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.

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

- In coordination with 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.
- Maintain REACH Syria's strong relationships with existing donors through regular meetings to brief on project process, key developments in the Syria context and coordination structure, findings from assessments, concerns with regard to information gaps, as well as development of new grants as needed.
- Support the Country Coordinator in implementing fundraising strategies and in engaging with potential donors

- 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. The main goal of REACH Syria advocacy work is 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.

5. 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, (mainly) humanitarian coordination structures and NGOs) 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.

6. Support to security Management

- Analyze the security context at area level and in close collaboration with the Area Security Manager contribute to defining, analyzing and evaluating risks
- Engage with relevant key stakeholders at area level to ensure access and support of interventions
- Address security and safety risks by implementing standard operating procedures defined for the area
- Ensure all staff in the area adhere to security procedures
- Ensure security incidents at area level are promptly reported to the Area Security Manager

CONFIDENTIALITY AND DATA PROTECTION

The Operations 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 in relevant discipline;
- 3 years of relevant working experience in a humanitarian setting;

- 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 an asset;
- Excellent communication and drafting skills required for effective donor reporting and proposal development;
- Excellent analytical skills required;
- Experience managing budgets an asset;
- Ability to work independently and manage people remotely 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, conversation Arabic or Kurdish strongly preferred;
- Ability to operate with Microsoft Word and Excel required;
- A sense of curiosity and a drive to work to improve the humanitarian sector;

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 organization'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