

# REACH RESEARCH MANAGER

(Reference: 21/BGD/RM01)

## 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 Research Manager to support our team in Bangladesh.**

**Department:** REACH  
**Position:** Research Manager  
**Contract duration:** 12 months  
**Location:** Cox's Bazar, Bangladesh  
**Starting Date:** June, 2021

## COUNTRY PROFILE

In successive waves over four decades, stateless Rohingya refugees have been fleeing to Bangladesh from Rakhine State, Myanmar, where they have suffered systematic, ongoing persecution. Since August 2017, an estimated 745,000 refugees have arrived in Cox's Bazar, Bangladesh, bringing the total number to more than 900,000. The displacement marks the latest stage in one of the world's most complex ongoing human rights crises.

Having been stripped of citizenship in Myanmar, the Rohingya have experienced decades of movement restrictions, heavy constraints on access to livelihoods and basic services, and denial of documentation in their areas of origin in northern Rakhine. This left the population acutely vulnerable even prior to displacement: by 2016, malnutrition rates in northern Rakhine were already at emergency levels, while the majority of the population was illiterate. In the military crackdown driving the displacement of August 2017, many Rohingya were forced to draw down their existing resources as they fled. Further, with credible reports of widespread human rights violations during displacement, many have arrived in Bangladesh with acute psychosocial and protection needs.

While they have found safe haven from persecution in Bangladesh, the Rohingya have faced new constraints on building self-reliant and dignified lives. Refugees are currently confined to 34 crowded spontaneous settlements, with limited freedom of movement, heavily restricted access to livelihoods and cash, and no provision of formal education. As a consequence, they remain in a highly precarious situation, dependent on humanitarian assistance to cover their basic needs, and vulnerable to natural disasters, trafficking, and the activities of criminal groups. At the same time, Cox's Bazar District is among the most deprived areas of Bangladesh. The local community have expressed concerns that the refugee influx may have exacerbated the

existing burden of unemployment and difficulties accessing essential services in the region, as well as an overall lack of attention towards their needs. In areas where refugees and host communities live side by side, many are now accessing the same services and depend on the same labour markets, creating potential sources of tension as well as common vulnerabilities to hazards and shocks.

Since September 2017, IMPACT's REACH Initiative has been deployed to Bangladesh to help meet the information needs of humanitarian actors operating in Cox's Bazar District; supporting to build a better understanding of the needs of displaced and host populations.

REACH Bangladesh is currently operational through the support of ECHO/IOM, UNHCR, UNICEF, WHO, and the John Hopkins University. REACH Bangladesh currently consists of approximately 110 staff (with a nearly 50/50% gender balance), including 30 full-time highly-qualified international and national technical staff, as well as 80 semi-permanent field enumerators. REACH Bangladesh's Senior Management team consists of a mix of expert national and international staff.

REACH Bangladesh ensures close liaisons with other (I)NGOs, UN agencies, sector leads (ISCG), and other relevant parties to inform the design of our assessments, as well as throughout the implementation and distribution of assessments and other REACH products.

Most recently, REACH Bangladesh has conducted the following activities:

- Joint multi-sector needs assessment (MSNA): In collaboration with the inter-sector coordination group (ISCG), REACH works to implement comprehensive [MSNAs / J-MSNAs](#) of both refugee and host community populations to provide a rigorous evidence base for the humanitarian response planning process in line with the commitments of the [Grand Bargain](#).
- Support to disaster preparedness: REACH's technical specialists have supported the ISCG's Natural Hazard Risk Assessment Task Force to produce [hazard and risk maps](#) / [Natural Hazards work](#); identifying areas of refugee settlements exposed to greater risks of natural hazards such as landslides and flooding. This work has been critical in ensuring site planners have the information they need to mitigate the risks posed to refugees by the monsoon and cyclone season.
- In-depth thematic assessments: REACH works regularly with key sector working groups to implement thematic assessments in response to identified information needs. This has included a [Joint Education Needs Assessment](#), periodic [monitoring of safety and access to services](#) for the protection sector, a [Child protection](#) Needs Assessment, [COVID 19 market assessment](#), and ongoing education and age and disability assessments.

## FUNCTIONS

Under the management of the Country Coordinator, the Research Manager oversees the programs and staff within the Assessment Unit.

Within his/her Unit, the Research Manager leads the IMPACT team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring compliance to IMPACT's guidelines and standards.

As part of the country's Senior Management team, she/he contributes to the development and implementation of IMPACT's country strategy, and promotes organizational vision and core values across the mission.

In his/her mission, the Research Manager will be hosted by ACTED and will fall under the direct responsibility and management of ACTED's Country Director and his/her delegates for all Administrative, Security, Logistics and Finance issues. S/he will therefore fully abide by ACTED's Security, HR, Administration and Logistics rules and regulations, and, in coordination with ACTED, will ensure IMPACT staff in his/her unit abide by them.

## RESPONSIBILITIES

The Research Manager responsibilities include the following:

### STRATEGY DEVELOPMENT & IMPLEMENTATION

1. Context analysis: With a specific attention on his/her Unit's technical, programmatic and institutional focus, and in coordination with the CC/CR, the RM ensure that IMPACT has an up to date understanding of:

- The country's socio-economic situation, the impact of a crisis and the aid/humanitarian situation;
- The aid/humanitarian planning, coordination and response mechanisms, as well as key aid/humanitarian stakeholders.

2. Develop and oversee the implementation of a Unit Strategy in alignment with country and global priorities, and fully integrated into country strategy; take a lead role in identifying strategic opportunities for strengthening IMPACT's work in the country within the scope of his/her unit; in particular:

- Consolidate and strengthen ongoing programming and operations within Unit;
- Ensure Unit's activities are relevant and have a measurable impact on the aid/humanitarian response;
- Identify new programs and approaches in which the Unit can add value to the aid/humanitarian response;
- Follow up on opportunities for the Unit's program development and strengthening of interventions;
- In coordination with CC/CR, identify funding opportunities to consolidate, strengthen and/or expand the Unit's programs;

3. Ensure team members within the Unit are aware of the Unit strategy (as well as country and global) and their contribution and role within it.

### RESEARCH PLANNING:

- Ensure that all research is planned in line with relevant project and program objectives and with the Unit/Country strategy
- Ensure that all research complies with IMPACT's HQ Research Department 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;
- 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 to the CC and HQ research department in a timely manner
- Ensure relevant stakeholders and partners are engaged in assessment design and planning.

### RESEARCH IMPLEMENTATION

- Ensure that data collectors are identified and trained for primary data collection;
- Monitor data collection, ensuring its correct implementation in line with agreed TORs;
- Ensure that Country Coordinator, and the HQ IMPACT research department and country programmes Director are alerted to any issues that prevents full implementation of the methodology in line with the agreed TORs; ensure that all changes to the methodology are documented throughout implementation;
- Ensure logistics, financial, administration, security and HR processes directly related to the Unit's work and ongoing assessment have been appropriately implemented and coordinated with the relevant ACTED departments.
- Ensure regular situation updates on data collection have been produced and circulated to relevant IMPACT, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process;
- Ensure that all collected data is stored in line with IMPACT's Data Management Guidelines, and with the

ToRs (data management plan Annex);

- Ensure that data is revised and cleaned, and that all revisions are recorded;
- Oversee analysis on collected data as per ToRs;
- Ensure that meaningful techniques are used to analyse the data collected;
- Ensure that data and its analysis are validated by IMPACT HQ before product drafting stage;
- Ensure that data and its analysis do not contain personal information and are validated by IMPACT HQ before sharing to external parties.
- 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 products before they are sent to the CC or IMPACT HQ for validation;
- Ensure that all written products are validated by IMPACT HQ before external release.

#### KNOWLEDGE SHARING AND LEARNING PROCESS

- Ensure the development and application of a M&E system/plan for each program within Unit, in line with IMPACT's M&E guidelines;
- Lead on internal and external program evaluations as necessary and ensure the execution of baseline, periodic, and final evaluations as necessary;
- Ensure learning by the Unit from relevant best practice internally and externally both nationally and globally and make learning available for other programs; organize a program review workshop and document lessons learnt at the end of each program.
- Share and consolidate knowledge at unit level, with country SMT and (as relevant) with Global Units and Communities of Practice
- Deliver and participates in inter-agency, multi-stakeholders knowledge sharing / lessons learned exercise.

#### PROJECT CYCLE MANAGEMENT

##### 1 Project and Grants Management:

- Management of relevant all Project / Grant cycles within his/her Unit (in coordination with CC)
- Follow up on internal project cycle management processes (Kick-off/end meetings, Project Factsheets, etc), as well as external reporting requirements to donors
- Monitor output achievement, cash burn rates and ensure a time completion of projects through review of BFUs, Project factsheet, and project reports;
- Ensure that contractual obligations are met in terms of deliverables as well as narrative and financial reporting requirements, in close coordination with CC, and (as relevant) with ACTED PD and finance departments;
- Ensure contractual monitoring and evaluation indicators are identified and tracked in a timely manner;
- Provide ad-hoc support to project implementation through trouble shooting and eliminating blocking points;
- Ensure adequate contribution to project and proposal follow up tools through the timely submission of monthly updated Reporting Follow Up (RFU) tool.

##### 2 Finance Management

- Anticipate financial risks and gaps in funding;
- Control project budgets within Units to avoid under/over spending, in link with CC and (as relevant) IMPACT and ACTED finance;
- Ensure accurate and timely financial reporting, in link with CC and (as relevant) IMPACT and ACTED finance;
- Ensure accurate budget expenditure tracking and forecasting, in link with CC and (as relevant) with IMPACT and ACTED finance;

##### 3 Asset and IT Management

- Ensure proper asset management;

- Ensure proper IT systems, data back-up and protection from malware;
- Ensure sufficient and reliable means of communication;
- Regularly link with and report to IMPACT HQ hub and (as relevant) ACTED logistics and IT departments;
- Ensure use of country server for secure storage and sharing of internal documentation.

## TEAM MANAGEMENT AND LEADERSHIP

### 1 Leadership

- Provide leadership within their unit as well as within the country Senior Management Team
- Transmit IMPACT's values and vision, and their declination within his/her unit.

### 2 Staff Management

- Ensure that staff within his/her unit understand and are able to perform their roles and responsibilities;
- Ensure that all staff within Unit have clear and regularly updated TORs, workplans and Key performance Indicators against which their performance will be appraised;
- Promote team building, productivity and staff welfare;
- Mentor and support the Unit team to build capacities, and improve efficiency and performance;
- Management of interpersonal conflicts within Unit;
- Ensure regular update with CC/CR about staff potential, career management, training opportunities, contractual issues, difficulties faced with or expressed by field-based staff;
- Ensure communication and linkage with CC/CR and (when relevant) HQ HR is made immediately in case of HR problem by Unit member;
- Ensure all staff in Unit receive an appropriate introduction and training upon arrival/hiring;
- Ensure that all staff in unit receive regular training on IMPACT's code of conduct and policies.

### 3 Administration and HR management

- In support of the CC, contribute to transparent and timely identification and recruitment staff working in the Unit;
- In coordination with CC/CR and (for national staff, when relevant) ACTED country HR, proactively adapt the staffing structure for the Unit to needs and funding;
- Develop and update country Unit organogram and staff recruitment plan, in line with the needs of unit strategy and existing budgetary and programme requirements;
- Ensure regular performance appraisal and career management of all staff in Unit;
- Ensure timely and accurate HR reporting;
- Ensure timely attendance sheets, leave plans, as well as exit forms for departing staff.

## INTERNAL COORDINATION AND COMMUNICATION

### 1. Internal communication

- Facilitate internal communication within the unit team and information sharing for a positive working environment;
- Ensure implementation of regular unit team meetings;
- Ensure regular reporting to CC/CR;
- Ensure that any risk to IMPACT programming, projects or staff is as soon as possible communicated to and understood by CC/CR and (when relevant) IMPACT director of country programmes and relevant HQ head of departments.

### 2. Coordination with ACTED – valid in all countries where IMPACT teams are hosted by ACTED

- Ensure regular coordination with ACTED's Project Development, Finance and other FLAT departments at all stages of development and implementation of the Unit's projects, including participation in project kick off and lessons learnt meetings, support to drafting of monthly internal updates (BFU, RFUs, allocation tables, etc), and support to drafting of donor reports or amendment requests;

- Ensure compliance of all IMPACT unit staff to ACTED FLAT and security procedures;
- Ensure that all Unit staff are aware and fully abide by ACTED's regulations in terms of administration, logistics and security;
- Ensures that the Unit's movements are coordinated with and validated by ACTED's Security department, in the frequency and modality requested by the latter;
- Regularly links with ACTED administration and finance to plan movement, travel and in relation to the Unit's staff;
- Immediately inform and coordinates with CC/CR and ACTED CD should any IMPACT staff, as well as staff working under IMPACT supervision, not respect ACTED regulations, especially in terms of security.

#### INFLUENCING - EXTERNAL ENGAGEMENT

- Research-related external engagement, product dissemination and evaluation
- 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 partner engagement is documented;
- 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 for 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, 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 Country Coordinator to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines.

#### - Strategic External Engagement

- Senior external engagement and output dissemination with key stakeholders, as well as coordination of external engagement by all Unit staff
- Under the guidance of the CC/CR, leads the development of content and information for country level advocacy
- Development strategic partnerships with key humanitarian stakeholders and decision makers
- Communications and consultation with CC and other SMT members, including sharing relevant information and ensuring efficient and productive links with SMT
- Ensure coordinated and positive interactions between Unit and ACTED staff

#### - Project Development:

- Support the IMPACT Country Coordinator in external engagement in relation to IMPACT strategy or (when requested and with focal point) to fundraising and grants management.
- Develop proposals, concept notes, and budget in close coordination with the IMPACT Country Coordinator, in line with the Unit and Country Strategies.

#### REQUIREMENTS

- **Academic:** Excellent academic qualifications, including a Master's degree in a relevant discipline (International Relations, Political Sciences, Social Research, Economics, Development Studies, or similar)

- **Management experience:** Previous experience in a management role in an INGO at field level. Proven track record in successful management of international and national teams in humanitarian contexts
- **Familiarity with aid system:** Familiarity with the aid system, and the research community;
- **Communication/reporting skills:** Excellent communication and drafting skills for effective reporting, including proven experience in contributing to high level presentations/briefings.
- **Years of work experience:** At least 3 years of relevant working experience or proven progression within IMPACT
- **Research skills:** Excellent research and analytical skills an asset. Experience in assessments. M&E, field research, evaluations an asset.
- **Software skills:** Proven knowledge of the Microsoft Office Suite, to include Word, Excel, and PowerPoint. Familiarity with R, SPSS and/or STATA or other statistical analysis software an asset. Familiarity with Adobe Suite products (e.g. InDesign, Illustrator) is desirable.
- **Multi-tasking skills:** Ability to multi-task with tight deadlines, on numerous research cycles in a complex and dynamic environment;
- **Level of independence:** A self-starter with a proven ability to work independently;
- **Cross-cultural work environment:** Ability to operate in a cross-cultural environment requiring flexibility;
- **Experience in geographical region:** Past experience in the region is desirable;
- **Language skills:** Fluency in English required, competency in Bengali an asset;

## 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