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SR OPERATIONS MANAGER

(Reference: 22|SYR|OpsM01)

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 Sr Operations Manager to support our team in Syria.

Department: REACH
Position: Sr Operations Manager
Contract duration: 12 months
Location: Amman/NES
Starting Date: June 2022

COUNTRY PROFILE

Into its eleventh year of conflict, conditions in Syria remain highly volatile and marked by intense violence and limited humanitarian access. The scale, complexity, and severity of humanitarian needs in Syria demonstrates the necessity for up to date, timely, and accurate information. Evidence-based planning and programming remain 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 and has over the years grown significantly both in size and in influence as an actor in the Syria response. 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.

Through these engagements, REACH has identified that the following key challenges remain:

1. the lack of a needs tracking system that brings together and shares timely and regular information on changes in needs from a variety of sources;
2. the ability to conduct coordinated large scale data collection on a more regular basis – particularly critical in the highly volatile context, and during key humanitarian milestones such as the HNO;
3. the lack of information from harder to reach areas with some of the most acute needs;
4. lack of ability to quickly mobilise data collection in areas experiencing sudden escalations in conflict, due to accessibility, operational and security constraints;
5. the lack of more granular and detailed information on needs and response capacity on specific newly accessible geographic areas. Broadly speaking,

REACH Syria implements assessments within four key streams:

- Monitoring of the humanitarian situation in Syria, through monthly assessments covering over 1,600 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 down to a 24-48 hour basis, as well as monitoring the humanitarian situation inside IDP camps and informal settlements.
- Area-Based Assessments to support humanitarian actors in the coordination to identify key response gaps by comparing humanitarian needs data with response data, in a set locality – often one that has recently become accessible and/or that is recovering for instance from besiegement.
- 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:

- [Northwest Syria Market Monitoring Exercise - May 2021](#)
- [Market Network Analysis - March 2021: Northeast Syria](#)
- [Briefing Note: Humanitarian Situation Overview in Northeast Syria – June 2021](#)

[Daily Emergency Needs Tracking weekly bulletin: 12 July -15 July 2021](#)

FUNCTIONS

Under the management of the Country Representative, the SR Operations Manager oversees all field team operations across the various mission bases.

The SR Operations Manager creates and maintains an operational setup that allows the programmes 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 Sr Operations 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 Sr Operations Manager responsibilities include the following:

FIELD TEAM MANAGEMENT

1. Responsible for management of all field operations across the various REACH Syria bases.
2. In coordination with ACTED Security departments, responsible for the safety and security of all staff falling under the field teams within field bases.
3. Responsible for overseeing HR/Admin processes, maintaining adequate staffing across bases, line managing field managers, and all other related HR-ADMIN procedures as they relate to staff within the field teams (e.g. appraisal process).

OPERATIONAL SETUP AND MAINTENANCE:

- Ensure that REACH has a safe (i.e. approved by ACTED security/ otherwise safe), logical operational setup that allows the implementation of data collection for programme activities.
- Develop and maintain systems to evaluate and adjust the operational setup as needed to address shifts in context/realities on the ground.
- Incorporate feedback from programmes teams as well as external stakeholders into the field team structure (for example, understanding geographic coverage priorities for NES Forum, or Clusters in NWS, and reflecting this in the operational distribution of staff)

KNOWLEDGE SHARING AND LEARNING PROCESS

- Maintain and update systems and processes to ensure a periodic review of the field teams'/REACH's operational presence.
- Develop knowledge sharing practices to facilitate integration of the field team into programmes processes, and vice versa.

CONTEXT ANALYSIS

The Sr Operations Manager maintains an up-to-date understanding of the following:

- 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.
- The geopolitical and conflict situation as it relates to/could potentially impact the humanitarian situation, operations, and field staff.

INTERNAL COORDINATION AND COMMUNICATION

1. Internal communication within and across teams as is feasible to encourage a positive working environment.
2. Coordination with ACTED
 - Ensure regular communication with ACTED coordination as well as support departments, particularly HR and security.
 - Ensure field staff maintain positive relationships with all ACTED departments in field bases and adhere to ACTED policies.

EXTERNAL ENGAGEMENT

- In coordination with the Country Representative, ensure that relevant partners are consulted while reviewing coverage and field presence.
- Support in external meetings with donors/stakeholders as needed by the country representative

PROJECT DEVELOPMENT

- Support the IMPACT Country Representative in external engagement in relation to IMPACT strategy or to fundraising and grants management.
- Develop the operational component of proposals, concept notes, and budgets in close coordination with the IMPACT Country Representative.

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) or equivalent related years of work experience in similar field
- ❖ **Management experience** Previous experience in a management role in an INGO at field level and proven track record in successful management of national teams in humanitarian contexts.
- ❖ **Language skills** Fluency in English required. ***Fluency in written and spoken Arabic strongly preferred***
- ❖ ***Female candidates strongly encouraged to apply***
- ❖ **Humanitarian background** Familiarity with the aid sector required. Familiarity with research within the aid sector desirable.
- ❖ **Years of work experience** At least 5 years of relevant working experience, including 3 years in a management role of a team, or proven progression within IMPACT (if internal)

- ❖ **Software skills:** Proven knowledge of Microsoft Office Suite, to include Word, Excel, and PowerPoint.
- ❖ **Cross-cultural work environment** Ability to operate in a cross-cultural environment requiring flexibility;
- ❖ **Experience in geographical region** Past experience in the MENA region, particularly the Syria context, is desirable;
- ❖ **Security environment** Ability to operate in a complex and challenging security environment.

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