

TORS TEMPLATE

COUNTRY COORDINATOR / REPRESENTATIVE

(Reference: 22|BGD|CC01)

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 organisations have a strong complementarity formalised in a global partnership, enabling IMPACT to benefit from ACTED's operational support on its fields of intervention.

We are currently looking for a Country Coordinator / Representative to oversee our team in Bangladesh.

Position: Country Coordinator / Representative (the level will depend on the candidate)

Contract duration: 12 months

Location: Cox's Bazar, Bangladesh

Starting Date: ASAP

COUNTRY PROFILE

In successive waves over four decades, stateless Rohingya refugees have been fleeing to Bangladesh from Rakhine State, Myanmar. 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. While they have found safe haven in Bangladesh, the Rohingya have faced new constraints on building self-reliant and dignified lives. Refugees are currently confined to 33 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, 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. 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.

Cox's Bazar district is exposed to storm surges, high winds, and heavy rainfall that often cause flash flooding and trigger landslides. The location, living conditions, and status of the Rohingya make them highly exposed and vulnerable to such hazards. As such, disaster risk management is vital to manage the risk of an emergency within the emergency. REACH contributes to the response through the development of natural hazards related hazard analysis products and information management coordination support.

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 and build a better understanding of the needs of displaced and host populations, supported by assistance from ECHO, UNICEF, and UNHCR, REACH is carrying out the following activities:

- **Joint multi-sector needs assessment (MSNA):** in collaboration with the inter-sector coordination group (ISCG), REACH works to implement comprehensive [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](#) 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.
- **Integrated support to the Cox's Bazar WASH sector:** Since 2017, REACH has been providing a package of assessment, monitoring, and analysis to support to the WASH sector at all points in the humanitarian programme cycle. Activities have ranged from regular [household assessments](#), [mapping and monitoring](#) of almost 100,000 infrastructure points, and carrying out targeted thematic assessments on issues such as [menstrual hygiene management](#).
- **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](#) and an [Assessment of the Education Sectors Response to the Rohingya Crisis](#), periodic [monitoring of safety and access to services](#) for the protection sector and

a [Child Protection Needs Assessment](#), [COVID-19 Market Assessment](#) and [COVID-19 Qualitative Market Survey](#), an [Age and Disability Inclusion Needs Assessments](#) and a [Rapid Assistive Technology Assessment](#).

- **Shelter Addressing:** In close coordination with camp management agencies, REACH's technical GIS team are currently working on identifying shelters and structures within 16 camps, to provide these shelters with addresses using GIS based digitisation techniques.

In the coming year, REACH programming will focus on a continuation of the above projects, with an increased focus on disaster risk reduction and third-party monitoring.

FUNCTIONS

Under the management of IMPACT's Executive Director in Geneva, the Country Representative/Coordinator is responsible for representing IMPACT and managing and developing IMPACT's programs in Bangladesh. He/she leads the IMPACT team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring compliance to IMPACT guidelines, policies and standards across the mission. The CC/CR is in regular contact with HQ, ensuring that organisational risks are promptly and clearly communicated to the ED, the Director of Country Programs and Operations, and other relevant HQ Senior Management. She/he will promote organisational vision and core values across the mission and will actively link with HQ to contribute to the implementation of IMPACT's global strategies.

In his/her mission, the Country Representative/Coordinator will be hosted by IMPACT's global partner 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 abide by them.

RESPONSIBILITIES

The Country Representative/Coordinator responsibilities include the following:

STRATEGY DEVELOPMENT & IMPLEMENTATION

1. Context analysis: Ensure IMPACT has an up-to-date understanding of:
 - The country's socio-economic situation, the impact of a crisis and the aid/humanitarian situation; and
 - The aid/humanitarian planning, coordination and response mechanisms, as well as key aid/humanitarian stakeholders.
2. Develop and oversee the implementation of a Country Strategy for the mission, and take a lead role in identifying strategic opportunities for strengthening IMPACT's work in the country; in particular:
 - Consolidate and strengthen ongoing programming and operations;
 - Ensure IMPACT activities are relevant and have a measurable impact on the aid/humanitarian response;
 - Identify new areas in which IMPACT can add value to the aid/humanitarian response;
 - Follow up on opportunities for IMPACT's program development and strengthening of interventions;

- Identify funding opportunities to consolidate, strengthen and/or expand country programs; and
 - Formalise a country strategy in alignment with global/regional strategies, priorities and programs.
3. Ensure each Unit within the mission develops and pursues a Unit Strategy that is aligned with the Country Strategy objectives.

FUNDRAISING

- In close coordination with IMPACT HQ, approach donors to identify funding to support IMPACT's programs (including, as relevant, REACH, PANDA and, with ACTED, AGORA) in country;
- Oversee project proposal conceptualisation (problem statement, logframe) within the framework of the country, regional and global strategy, review with ACTED and/or other relevant country partners as relevant, and submit proposal to HQ Grant Management Unit for validation;
- Oversee budget design, in close consultation with ACTED (as relevant), and submit to IMPACT HQ finance for validation;
- Ensure application of IMPACT guidelines on proposal, budget and contract design;
- Advise Grant Department on specific donor approach/regulations; and
- Negotiate proposal and/or contracts with donors, in close coordination with IMPACT HQ and in consultation with ACTED Country Director (when joint proposal/contract).

PROGRAMME PLANNING AND IMPLEMENTATION

- Ensure that all IMPACT programs contribute to supporting better aid planning and are aligned with IMPACT global and country strategies;
- Ensure that all programs are planned in line with relevant project objectives and with IMPACT's research cycle and other relevant guidelines;
- Supervise all stages of program implementation, receiving regular updates from team members providing inputs when required, and conducting field visits to program sites for monitoring, quality control and program staff mentoring and coaching;
- Ensure that all programs are conducted in coordination with and, when relevant, undergo the validation by IMPACT HQ;
- For all research, review TORs, data and draft deliverables, supporting assessment, data and GIS teams to ensure they meet expected standards before being sent to IMPACT HQ for validation;
- Ensure the quality and accuracy of technical information provided as well as the confidentiality and protection of collected information;
- Maintain regular link with ACTED (as relevant) to facilitate the provision of logistic, administrative and security support to facilitate program implementation, as well as ensuring that IMPACT teams comply to ACTED's security and other relevant FLAT regulations during program implementation;
- Ensure the required level of coordination with partners in program planning and implementation;
- Ensure that synergies are established and implemented between various IMPACT program units in country, and link with other IMPACT countries when relevant; and
- Keep track of progress and delays of all program implementation. Ensure that delays or identified problems for specific programs are reported to HQ in writing and orally in a timely manner.

KNOWLEDGE SHARING AND LEARNING PROCESS

- Ensure the development and application of a M&E system/plan for each program, in line with IMPACT's M&E guidelines;
- Ensure learning and knowledge is shared across Units;
- 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 country program from relevant best practice internally and externally both nationally and globally and make learning available for other programs; and
- Organise a program review workshop and document lessons learnt at the end of each program.

PROJECT CYCLE MANAGEMENT

1. Grant and Project Management

- Ensure timely organisation of project kick-off, review/update and end of project meetings;
- 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 HQ Grants Management 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; and
- 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 to avoid under/over spending, in link with IMPACT HQ finance and (as relevant) ACTED finance;
- Ensure accurate and timely financial reporting, in link with IMPACT HQ finance and (as relevant) ACTED finance;
- Ensure accurate budget expenditure tracking and forecasting, in link with and IMPACT HQ Finance (as relevant) with ACTED finance; and
- Ensure timely and accurate finance reporting to HQ finance, including monthly submission to HQ of updated Budget Follow Up tables (BFUs) for all projects, and staff allocation tables.

3. Assets 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 implementation and maintenance of country server for secure storage and sharing of internal documentation; and
- Ensure and regularly monitor use of server by all team members as per IMPACT guidelines.

4. External Audit Follow-up

- Support the preparation of external audits in close collaboration with HQ Finance.

TEAM MANAGEMENT AND LEADERSHIP

1. Leadership

- Provides leadership across the mission, as well as within the country Senior Management Team; and
- Transmit IMPACT's values and vision and their declination at country level, and supports managers and all staff to do the same.

2. Staff Management

- Ensure that IMPACT staff, as well as national staff working in IMPACT programs (including REACH, PANDA and relevant parts of AGORA) understand and are able to perform their roles and responsibilities related to country operations and links with HQ;
- Ensure that all staff 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 team to build capacities, and improve efficiency and performance, and follow career management of international and national staff working in IMPACT programs;
- Promote the growth and development of staff within the organisation, actively linking with HQ to provide feedback and support retention and internal mobility. This includes the identification and capacity building of staff with potential for growth into senior management positions;
- Management of interpersonal conflicts (internal and external);
- Ensure regular update with HQ HR about staff potential, career management, training opportunities, contractual issues, difficulties faced with or expressed by field-based staff;
- Ensure communication and linkage with HQ is made immediately in case of HR problem;
- Ensure in country staff receives an appropriate introduction and training upon arrival/hiring; and
- Ensure that in country staff receives regular training on IMPACT's code of conduct and policies.

3. Unit Model

- Ensure organisational Units are established within overall Mission, in close collaboration with HQ; and
- Ensure all staff within a given a Unit is provided clarity on their roles and responsibilities.

4. Administration and HR management

- Ensure transparent and timely recruitment of national staff working in IMPACT programs (in coordination with ACTED where relevant) and contribute to international staff recruitment upon HQ identification;
- In coordination with IMPACT HQ and (for national staff, when relevant) ACTED country HR, proactively adapt the staffing structure to needs and funding;
- Develop and update country organogram and staff recruitment plan, using templates provided by HQ, in line with the needs of country strategy and existing budgetary and programme requirements;
- Ensure regular performance appraisal and career management;
- Ensure timely and accurate HR reporting to IMPACT HQ;
- Links with HQ HR to provide regular update on IMPACT international staff, as well as senior national staff working in IMPACT programs; and
- 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 team and information sharing for a positive working environment;
 - Ensure implementation of regular internal team meetings, as per IMPACT internal communication guidelines;
 - Ensure regular reporting to IMPACT HQ through the Monthly Coordination Report, as well as direct reporting to HQ grants management, finance, HR and program departments; and
 - Ensure that any risk to IMPACT programming, projects or staff is as soon as possible communicated to and understood by IMPACT director of country programmes and relevant HQ head of departments, including, when relevant, the executive director.
2. Coordination with ACTED – valid in all countries where IMPACT teams are hosted by ACTED
 - Regularly coordinate with ACTED’s Country Director through weekly meetings and the submission of monthly updates;
 - Ensure regular coordination with ACTED’s Project Development, Finance and other FLAT departments at all stages of project development and implementation, including consultations for donor discussions, participation in project kick off and lessons learnt meetings, joint drafting of monthly internal updates (BFU, RFUs, allocation tables, etc), and drafting of donor reports or amendment requests;
 - Ensure compliance of all IMPACT staff to ACTED FLAT and security procedures. Facilitate coordination between IMPACT programs and ACTED Area Coordinators where relevant;
 - Ensure that all IMPACT staff, as well as staff working under IMPACT supervision (in REACH/AGORA/PANDA projects), is aware and fully abide by ACTED’s regulations in terms of administration, logistics and security;
 - Ensures that IMPACT 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 IMPACT staff, as well as staff working under IMPACT supervision, leave and welfare; and
 - Immediately inform and coordinates with IMPACT HQ HR and ACTED CD should any IMPACT staff, as well as staff working under IMPACT supervision, not respect ACTED regulations, especially in terms of security.

EXTERNAL ENGAGEMENT

- Establish, maintain and improve active and regular working relationships with coordination platforms (clusters, sectors, working groups, NGO forum, HCT, etc), UN agencies, donors, NGOs, consortia, academia, etc;
- Promote a regular and pro-active contribution of IMPACT and its programs in key aid decision-making forums (including HCT, donor coordination meetings, inter/cluster meetings, etc) and for key decision making milestones (HNO/HRP, donor financial years, etc);
- Ensure that IMPACT and its programs are well understood by key aid stakeholders and that potential partnership options have been explored when relevant;
- Ensure IMPACT participation in key coordination fora, and maintain a collegiate, consistent and shared approach to external relations by IMPACT staff at country and sub-country levels;
- Identify potential opportunities and develop donor relationships, as relevant;

- Capitalise and strengthen relationships with key IMPACT global partners at country level; ensure any issues that may impact on global partnerships are communicated to and understood by IMPACT directors; and
- Maintain positive perception of IMPACT by external partners, donors and coordination platforms.

DISSEMINATION OF PRODUCTS AND EXTERNAL COMMUNICATION

- In close coordination with HQ, lead the dissemination of research/program products/outputs, including through in country presentations, website articles, journal articles, IMPACT social media contents, targeted e-mails, meetings, etc, in line with IMPACT Dissemination and External Communication guidelines;
- Support IMPACT HQ in global-level dissemination related to the country mission, including through provision of updated information for website and social media, organisation/attendance to HQ level events, briefings and panel discussions; and
- Centralise all media contacts at country level; ensure that all media exchange is subject to prior written validation by the HQ Director of Advocacy.

ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES

The staff member is responsible for ensuring that all relations with the communities we work are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about IMPACT's programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every IMPACT staff member.

DATA CONFIDENTIALITY AND DATA PROTECTION

The IMPACT CC will maintain the strictest confidentiality on all data collected and related processes. He/she will actively take measures to prevent the unauthorised sharing of any information and data belonging to IMPACT and its partners, or collected during his/her assignment with IMPACT.

(COUNTRY REPRESENTATIVE) CONTRIBUTE TO GLOBAL STRATEGY AND OPERATIONS

The Country Representative will regularly engage with IMPACT directors and global Managers to contribute to and engage with IMPACT's global strategic priorities. This can include support to development of global guidance or trainings; active engagement in COPs; supporting the development of IMPACT's operations in other countries, including providing of remote support and surge; external representation and engagement with global stakeholders; and other tasks determined with the Executive Director

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 senior management role in a INGO at field level . Proven track record in successful management of international and national teams in humanitarian contexts
- ❖ **Familiarity 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 5 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
- ❖ **Multi-tasking skills** Ability to multitask with tight deadlines, on numerous research cycles in complex 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 Bangladesh region is desirable;
- ❖ **Language skills** Fluency in English required, competency in Rohingya, Chittagonian, or Bangla 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