

TORS TEMPLATE

RESEARCH MANAGER

(Reference: 22|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 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 Research Manager to support our team in Bangladesh.

Department: REACH
Position: Research Manager
Contract duration: 12 months
Location: Cox's Bazar, Bangladesh
Starting Date: April 2022

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 the Country Coordinator / Representative, 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 ensures the highest level of impact and accountability, while safeguarding 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 organisational vision and core values across the mission.

In his/her mission, the Research Manager 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 in his/her unit abide by them.

RESPONSIBILITIES

The Research Manager responsibilities include the following:

OVERSIGHT OF ALL REACH BANGLADESH RESEARCH CYCLES

- Ensure all assessments and analysis cycles are planned and implemented in a structured and coherent manner, in line with relevant project and strategic objectives, and with global REACH guidelines;
- Oversee all Research Cycles, including reviewing ToRs, methodology notes, tools, products and dissemination strategies;
- Ensure the writing, review and production of timely, accurate and analytically rigorous reports, assessments, and factsheets;
- Ensure relevant stakeholders and partners are engaged in assessment design and planning;
- Monitor output achievement, project expenditure and ensure a timely completion of the project;
- Keep track of all progress and delays throughout projects and research cycles. 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; and

- Actively advocate for the improving of analysis within REACH products, and using common methodologies, tools and analysis frameworks across units where relevant.

GRANTS DEVELOPMENT AND MANAGEMENT

- Under the guidance of the Country Coordinator, support the development of new projects from initial discussions with donors, conceptualisation of concept notes and drafting of proposals;
- Follow up on internal project cycle management processes (Kick-off/end meetings, Project Factsheets, etc), as well as external reporting requirements to donors;
- Ensure activities are implemented according to the approved donor and partnership agreement;
- Ensure that contractual obligations are met in terms of deliverables as well as narrative and financial reporting requirements, in close coordination with the Country Coordinator, and (as relevant) with ACTED PD and finance departments; and
- With the guidance of the Country Coordinator, oversee the financial management of all grants within the Assessment Unit, including oversight of budget and expenditure.

TEAM MANAGEMENT AND LEADERSHIP

- Direct management of international and national team members, including recruitment, conducting appraisals, as well as staff career management;
- Day-to-day management of team members, including the development of work plans and performance indicators;
- Development and implementation of training plans for team members to build capacities, and improve efficiency and performance; and
- Ensure timely and accurate HR reporting, including attendance sheets, leave plans, as well as exit forms for departing staff.

REPRESENTATION AND EXTERNAL ENGAGEMENT

- In coordination with the Country Coordinator, represent REACH with donors, partners, and the wider humanitarian aid community in Bangladesh to ensure that REACH maintains its strong relationships and position as a key information actor within the humanitarian response;
- In collaboration with the Country Coordinator and focal points, identify, develop and maintain partnerships with new relevant actors surrounding the humanitarian response - including partners, donors, representatives of think tanks, academics and other organisations;
- 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;
- 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; and
- Present findings at relevant platforms/meetings and ensure that key findings are heard and used to inform the humanitarian response strategies and implementation.

STRATEGY DEVELOPMENT AND IMPLEMENTATION

- As a member of the Senior Management Team (SMT), contribute to the development and implementation of the REACH Bangladesh country strategy;

- Work with key clusters and partner organisations and working groups to understand the various relevant information gaps within Bangladesh and identify how REACH can fill these gaps;
- Further development, expansion, and redirection of the Assessment Unit's existing work streams as needed to best inform the response; and
- Develop and implement dissemination strategies to strengthen the impact of the Assessment Unit programmes.

The Research Manager 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.

REQUIREMENTS

- ❖ **Academic** Excellent academic qualifications, including a Master's degree in a relevant discipline;
- ❖ **Research skills** Proficiency and proven experience with research methods. Excellent analytical skills with quantitative and qualitative data, and a good understanding of sampling techniques;
- ❖ **Software skills** Proven knowledge of the Microsoft Office Suite, to include Word, Excel, and PowerPoint. Advanced skills in R, SPSS and/or STATA or other statistical analysis software are an advantage; Experience with InDesign an asset;
- ❖ **Years of work experience** At least 3 years of relevant working experience. Experience in humanitarian settings highly desirable;
- ❖ **Management experience** Previous experience in management of international and national teams in humanitarian contexts highly desirable;
- ❖ **Familiarity aid system** Familiarity with the aid system, and prior experience with humanitarian coordination forums, preferred;
- ❖ **Communication/reporting skills** Excellent communication and drafting skills for effective reporting, including proven experience in contributing to high level presentations/briefings and engagement with senior coordination-level partners;
- ❖ **Multi-tasking skills** Ability to multitask with tight deadlines, on numerous research cycles in a 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 Bangladesh or surrounding region is desirable; and
- ❖ **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