

Job description

REACH HUMANITARIAN SITUATION MONITORING RESEARCH MANAGER IN SOUTH SUDAN (JUBA-BASED)

(Ref: 22|SSD|RM01)

We are currently looking for a REACH Research Manager to lead our Humanitarian Situation Monitoring (HSM) unit in South Sudan.

Supervisor: REACH Country Coordinator

Title: REACH Research Manager

Location: Juba, South Sudan

Contract duration: 12 months

START DATE: ASAP

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

COUNTRY PROFILE

IMPACT, through REACH, has been implementing programming in South Sudan since 2012 supporting humanitarian decision-making with assessments and information management activities focusing on the needs of displaced, returnees, and conflict-affected populations. Today, data collected and disseminated by REACH aims to provide a baseline for ongoing response planning efforts across South Sudan as well as highlight areas of highest need and concern as crises emerge. Broadly, REACH South Sudan implements assessments across three core pillars:

- *Monitoring of the humanitarian situation in South Sudan through Real Time Monitoring*, through monthly assessments covering over 2,000 settlements in South Sudan; tracking and analyzing large-scale population movement trends including returns and seasonal movements through port and road monitoring; market monitoring including Joint Market Monitoring and WASH market monitoring.
- *Informing Emergency Prioritization in the response through providing direct technical support to humanitarian clusters* through active engagement with coordination bodies, dedicated assessments and information products, and strategic engagement to promote evidence-based understanding and identification of emergency and catastrophic needs in South Sudan; engagement of Emergency Rapid Response Mechanism rapid assessments and tracking of Areas of Concern.
- *Mainstreaming Accountability to Affected Populations and Conflict Sensitivity*, including through standalone assessments on community priorities relating to humanitarian needs and perceptions of assistance, contextual analysis of the impact of aid on community dynamics; as well as providing a critical AAP and CS lens to all REACH SSD research.

PROJECT

The Humanitarian Situation Monitoring (HSM) unit monitors humanitarian needs and displacement of populations living in hard-to-reach areas across South Sudan. The unit carries out monthly monitoring of needs across the country, as well as frequent ad hoc assessments, and engages externally with both technical and research agencies, and key analysis and working group forums to identify information gaps and inform evidence-based decision-making by humanitarian stakeholders across the response.

The main work stream is the monthly monitoring “Area of Knowledge (AoK)” methodology, through which staff conduct assessments in areas inside South Sudan where access to direct regular primary data collection is not possible. As of October 2021, AoK data is collected from sixteen bases (including Juba) in South Sudan, covering all ten states. Humanitarian information is collected at the settlement level in areas through a network of key informants (KIs). The AoK approach provides regular, indicative tracking of humanitarian needs over time, to support in prioritisation and identification of “hot-spot” areas witnessing a deterioration of humanitarian needs.

The HSM Research Manager (RM) also oversees other Real Time Monitoring workstreams such as the Joint Market Monitoring Initiative (JMMI), WASH Market Monitoring, and Port & Road Monitoring of population movement. While the HSM unit conducts regular monitoring to inform the humanitarian situation and response, its research also feeds into the Emergency Prioritization unit, particularly informing the Emergency Rapid Response Mechanism when monitoring flags key indicators in Areas of Concern (i.e. areas facing emergency or catastrophic needs).

The HSM RM will work closely with the Operations Support Manager, to provide comprehensive support to the field teams and crucial understanding of the base locations and operating environment.

The HSM unit regularly engages with both internal and external assessment teams, technical agencies, and key analysis forums to identify information gaps, conduct ad hoc thematic assessments, and provide technical support as needed. To ensure data is directly informing humanitarian response planning, data is shared through formal coordination structures, such as United Nations Office for the Coordination of Humanitarian Affairs (OCHA), the Inter-Cluster Coordination Group (ICCG), relevant clusters, and the Integrated Food Security Phase Classification (IPC), with feedback from partners used to triangulate and validate research findings and to inform research design and geographical targeting.

POSITION PROFILE

IMPACT is seeking an experienced candidate, who has previously managed various teams and implemented projects in a complex humanitarian setting. The candidate should be comfortable representing IMPACT with donors and be able to coordinate and liaise with a range of senior external partners. The Research Manager (RM) will be responsible for overseeing the development and strategy of the HSM unit, under the supervision of the IMPACT Country Coordinator, Deputy Country Coordinator – Operations, and IMPACT HQ in Geneva, with research technical oversight by the Deputy Country Coordinator - Programs. The position is based in Juba, Central Equatoria, South Sudan, with travel to other areas of the country.

The overall goal of the RM will be to ensure the smooth running of activities, and he/she will be responsible for the implementation and completion of the various work streams within the unit. This will include programmatic oversight of sixteen REACH bases, and management of HSM activities, including line-management of 3 Senior Assessment Officers (who in turn line-manage 6 Assessment Officers), 1 Assessment Specialist, and 2 GIS/data officers as well as oversight of a further 2 Assessment Officers, oversight of project implementation, operational understanding to support the Operations Support Manager in terms of logistics, administration, HR, logistics, partner coordination, reporting, grants management, and providing input to the strategic development of REACH in South Sudan.

RESPONSIBILITIES

1. STAFF MANAGEMENT

- Direct management of international and national assessment team members, including recruitment, appraisals, and capacity building;
- Day-to-day management of HSM team, including the development of work plans and performance indicators, and development and implementation of capacity training plans to improve efficiency and performance;
- Conduct regular check-ins with staff within the unit, and promote team building, productivity and staff welfare as the main pastoral focal point for HSM staff;
- Be available to provide regular support and technical backstopping;
- Take on additional work streams and management responsibilities as well as advise in strategic mission decision-making as a member of the Senior Management Team (SMT) as required, in coordination with the other research managers.

2. MANAGEMENT OF RESEARCH CYCLES

2.1 Assessment preparation and planning

- Ensure that all assessments are planned in-line with relevant project and programme objectives and with REACH research cycle and other relevant guidelines;
- Ensure that all Senior Assessment Officers are comprehensively briefed on objectives and expected outputs of research cycles, and that the overall implementation strategy of any given activity is clearly understood;
- Ensure that required secondary data analysis has been conducted in preparation for an assessment;
- For each research cycle, review ToRs before they are sent to Geneva for validation and ensure that TORs are validated by HQ before data collection begins;
- Compose and construct, in close coordination with GIS and data management officers, qualitative and quantitative data collection tools
- Ensure relevant stakeholders and partners are engaged in assessment design and planning, data collection, and management.

2.2 Data collection

- Ensure that enumerators are identified and trained for primary data collection;
- Monitor data collection, ensuring correct implementation in line with agreed ToRs;
- Keep track of progress and delays of all assigned assessments throughout the research cycle;
- Ensure regular situation updates on data collection have been produced and circulated to relevant REACH, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process;
- Work closely with the Operations Support Manager to ensure logistics, financial, administration, security and HR processes directly related to REACH are appropriately implemented, alongside the relevant ACTED departments;
- In coordination with the ACTED security department, monitor the security situation on the ground and conduct regular check-ins with staff in the field.

2.3 Product drafting

- 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 HSM and rapid assessment products before they are sent to IMPACT HQ for validation and ensure that all written products are validated by IMPACT HQ before external release.

2.4 Product dissemination and evaluation

- 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;
- Under the direction of the Country Coordinator, engage in the dissemination of research products, including through articles, IMPACT social media contents, targeted e-mails, coordination body presentations, and bilateral meetings, in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs;

- Support the Country Coordinator to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines.

3. STRATEGY DEVELOPMENT AND IMPLEMENTATION

- Lead on identifying information gaps in line with humanitarian priorities, and identify advocacy and dissemination strategies to strengthen the impact of our work;
- Lead on formalising synergies with other assessment and knowledge management actors, as well as strategic partnerships with key humanitarian stakeholders and decision makers;
- As a member of the Senior Management Team (SMT), contribute to the development and implementation of the REACH South Sudan country strategy;
- Review dissemination strategies to strengthen the impact of HSM projects.

4. EXTERNAL ENGAGEMENT

- Represent REACH/IMPACT in cluster and multi-sector meetings/technical working groups in country, and follow up on technical issues identified in cluster meetings;
- In coordination with the Country Coordinator and Deputy Country Coordinator - Programs, present research findings to relevant partners, to enhance their use and impact;
- In coordination with the Country Coordinator and Deputy Country Coordinator - Programs, 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 external communications with partners and key stakeholders, including UN agencies, local and national government, and NGOs has been conducted and documented as appropriate
- Support the IMPACT Country Coordinator in external engagement on REACH/IMPACT strategy or (when requested and with focal point) for fundraising and grants management.

5. ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES

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

6. CONFIDENTIALITY AND DATA PROTECTION

The Research 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

- A good sense of humour about bugs and bucket showers required;
- Excellent academic qualifications, including a Master's degree, if relevant;
- 3-5 years of relevant work experience in a humanitarian setting, such as program management, evaluation and assessments;

- Previous experience managing large and complex teams in a humanitarian setting required, ideally with experience in a senior management role in an INGO team;
- Experience demonstrating leadership, with a solutions-oriented outlook
- Excellent management, coordination, organisational and planning skills required, including an ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through multi-tasking and prioritisation;
- Experience with external engagement (donors, partners and other key stakeholders) required;
- Familiarity with the humanitarian coordination system required;
- Excellent internal and external communication and drafting skills required for effective report writing;
- Excellent analytical skills required, and an ability to situate findings within a wider context;
- Solution-oriented, flexible, and open-minded, including ability to operate in a cross-cultural environment required;
- Fluency in English required;
- Strong knowledge of Microsoft Word and Excel required;
- Experience in research cycle (design, data collection, analysis and reporting) implementation required.
 - Experience with quantitative research, including mobile data collection (ODK, ONA, KOBO) required;
 - Experience with qualitative research, including focus group discussions and key informant interviews required,
- Knowledge of the Adobe Suite software, particularly Illustrator and InDesign an asset;
- Prior knowledge of the South Sudan context an asset;
- Experience working and living in challenging environments, especially South Sudan, for extended periods of time an asset;
- Willingness to relocate to South Sudan.

CONDITIONS

- Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus
- Additional monthly living allowance
- Food allowance and lodging provided at the organisation's guesthouse
- Transportation costs covered, including additional return ticket + luggage allowance
- Provision of medical, and repatriation insurance + retirement package