

Job Description

COUNTRY COORDINATOR FOR IRAQ

(Reference: 22/IRQ/CC01)

BACKGROUND ON IMPACT AND REACH

[IMPACT Initiatives](#) is a humanitarian NGO based in Geneva, Switzerland. The organisation manages several initiatives, including the [REACH](#) Initiative, [AGORA](#), and [PANDA](#). 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 relationship formalised in a global partnership, enabling IMPACT to benefit from ACTED's operational support in its fields of intervention.

REACH, the largest of IMPACT's initiatives in Iraq, was born in 2010 as a joint initiative of two International NGOs (IMPACT 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) needs and situation assessments facilitated by REACH teams; (b) situation analysis using satellite imagery; (c) provision of related database and (web)-mapping facilities and expertise.

We are currently looking for a Country Coordinator to oversee our team in Iraq

Position: Country Coordinator

Contract duration: 12 months

Location: Erbil, Iraq

Starting Date: 1 September 2022

The ideal candidate for this position will have experience working across the humanitarian-development nexus, and the ability to differentiate between the objectives, priorities, and roles of a diverse range of stakeholders within this ecosystem. As the context in Iraq continues to evolve, the Country Coordinator (CC) will be charged with positioning IMPACT's work to ensure that remaining humanitarian needs in the country are not overlooked, while also leading the evolution of country programmes to respond to new and diverse needs of international, national, and governmental actors. This will require someone with extensive experience in research, coordination, strategy development, and fundraising.

Additionally, the IMPACT Iraq mission is in the process of moving towards increasing operational autonomy. Therefore, it will be essential that the successful candidate have a background in operations, financial management, and human resources. Currently, in-country project development, M&E, logistics, administration, and finance functions report directly to the CC. Responsibility for ensuring the smooth operation of these departments will fall under the purview of the CC, with the potential for this operational mandate to continue to grow.

COUNTRY PROFILE

Following years of displacement and conflict which precipitated the substantial engagement of humanitarian actors in-country, the Iraq context is increasingly transitioning to a post-conflict development phase. While reconstruction and development initiatives are underway – with significant international support – populations in Iraq continue to face problems stemming from widespread infrastructural damage, reduced access to public services, and economic decline. Humanitarian needs also remain; in 2022, it was estimated that at least 2.5 million internally displaced persons (IDPs) and returnees in Iraq were in need of humanitarian assistance, with the residual impact of past conflict and increasing climatic shocks further intensifying these needs. In addition, 1.2 million IDPs and 4.9 million returnees face hurdles in achieving durable solutions to their displacement, including security concerns, lack of access to livelihoods, destroyed or damaged housing, and lack of social cohesion.

IMPACT has been working in Iraq since 2012 to support humanitarian decision-making and evidence-based prioritisation, in coordination with the humanitarian cluster system, INGO, NGOs, and national and regional coordination bodies to address information gaps and implement assessments. More recently, IMPACT has been supporting development actors to improve the effectiveness, efficiency, and efficacy of humanitarian and development interventions, and encourage an equitable and needs-based transition to stabilisation and development initiatives. Over more than 10 years in Iraq, IMPACT has led country-wide multi-sectoral assessments, informed needs-based targeting mechanisms for multi-purpose cash assistance, extended technical support to CCCM and WASH partners, encouraged evidence-based approaches to durable solutions, served as a third party monitoring partner to implementing agencies, and conducted thematic assessments and rapid needs assessments in response to contextual changes. More information [can be found here](#).

FUNCTIONS

Under the management of IMPACT's Executive Director (ED) in Geneva, the CC is responsible for representing IMPACT and managing and developing IMPACT's programmes in Iraq. S/he will lead the IMPACT team to achieve programme excellence and ensure the highest level of impact and accountability, while ensuring compliance with IMPACT guidelines, policies and standards across the mission. The CC will be in regular contact with HQ, ensuring that organisational risks are promptly and clearly communicated to the ED, the Director of Country Programmes and Operations, and other relevant HQ Senior Management. S/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 CC will be hosted by ACTED and 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, ensure that all IMPACT staff do the same.

RESPONSIBILITIES

The responsibilities of the CC are wide-ranging and diverse, and require someone who is flexible, adaptable, and able to think on their feet. Broadly, these responsibilities include:

STRATEGY DEVELOPMENT & IMPLEMENTATION

1. Develop and maintain a detailed understanding of the Iraq context, including:
 - a. The country's socio-economic situation, the residual impacts of the conflict with ISIL, the broad range and interests of government and security actors, as well as the current status of displaced and vulnerable populations in Iraq; and
 - b. The humanitarian and development response, including the primary stakeholders, key priorities, and existing coordination and response mechanisms which IMPACT data can support.
2. Conceptualise and oversee the implementation of a Country Strategy, and lead the identification of strategic opportunities for strengthening IMPACT's work in Iraq by:
 - a. Consolidating and strengthening ongoing programming and operations;
 - b. Ensuring IMPACT activities are relevant and have a measurable impact on the humanitarian and stabilisation response;
 - c. Identifying new areas in which IMPACT can add value to the response;
 - d. Identifying opportunities to consolidate, strengthen and/or expand country programmes; and
 - e. Formalising a country strategy that aligns with global/regional strategies, priorities and programmes.
3. Ensure that the overall objectives and priorities of the country strategy flow down to relevant Unit Strategies within the mission.

FUNDRAISING

1. Identify funding opportunities to support the expansion of IMPACT's programmes (including, as relevant, REACH, PANDA and AGORA) in line with the objectives of the Country Strategy.
2. Support the Project Development and M&E Officer on proposal drafting, and ensure all proposals align with the framework of the country, regional and global strategies.
3. Develop budgets for new activities in close consultation with the Senior Finance Officer (SFO), and submit to IMPACT HQ for validation.
4. Work in close coordination with the HQ Grants Department to ensure that IMPACT Iraq's work is compliant with specific donor approaches/regulations.
5. Negotiate contracts with donors, in close coordination with IMPACT HQ and in consultation with the ACTED Iraq Country Director as relevant.

PROGRAMME PLANNING AND IMPLEMENTATION

1. Ensure that all IMPACT programmes contribute to better response planning and are aligned with IMPACT global and country strategies.
2. Support the Deputy Country Coordinator (DCC) and Research Managers (RMs) in supervising all stages of programme implementation, providing inputs when required, and conducting field visits for monitoring, quality control and programme staff mentoring and coaching.
3. Ensure that all programmes are conducted in coordination with IMPACT HQ, and review draft deliverables to ensure they meet expected standards before being sent for validation.
4. Maintain open communication channels with ACTED heads of department to facilitate the provision of logistic, administrative, and security support for programme implementation, as well as to ensure that IMPACT teams comply with ACTED's regulations throughout implementation.
5. Serve as the primary focal point for key donor engagement, and support the DCC and RMs to coordinate with partners in programme planning and implementation as required.

6. Ensure that synergies are established between mission Units, and link with other IMPACT countries when relevant.
7. In coordination with the DCC, keep track of progress and delays during programme implementation, and ensure that these are reported to HQ in a timely manner.

KNOWLEDGE SHARING AND LEARNING PROCESS

1. Support the development and application of M&E plans for each programme, in line with IMPACT guidelines.
2. Facilitate cross-unit learning and knowledge sharing.
3. Ensure best practices are reviewed and continuously developed internally and externally; organise programme review workshops and document lessons learnt at the end of each programme.

PROJECT CYCLE MANAGEMENT

1. Grant and Project Management:
 - a. Ensure the timely organisation of project kick-off, review/update and end of project meetings;
 - b. Monitor output achievement, cash burn rates, and ensure on-time completion of projects through review of BFUs, project factsheets, and project reports;
 - c. Ensure that contractual obligations are met both in terms of deliverables and narrative and financial reporting requirements, in close coordination with the HQ Grants Management and ACTED PD and Finance departments;
 - d. Work with the PD and M&E Officer to ensure that contractual M&E indicators are identified and tracked in a timely manner; and
 - e. Provide ad-hoc support during project implementation through trouble shooting and eliminating blocking points.
2. Finance Management:
 - a. Anticipate and mitigate potential financial risks and gaps in funding;
 - b. Control budgets to avoid under/over spending, in coordination with the SFO and IMPACT HQ;
 - c. Support the SFO to ensure accurate and timely financial reporting; and
 - d. With the SFO, oversee each RM in ensuring accurate budget expenditure tracking and forecasting.
3. Assets and IT Management:
 - a. Oversee the Iraq Logistics and Admin Officer to maintain the country server for document storage and to ensure proper asset management, IT systems, data back-up, and protection from malware;
 - b. Regularly link with and report to IMPACT HQ hub and ACTED logistics and IT departments; and
 - c. Ensure and regularly monitor use of server by all team members as per IMPACT guidelines.
4. Support the preparation of external audits in close collaboration with the HQ Compliance and Finance departments.

TEAM MANAGEMENT AND LEADERSHIP

1. Leadership:
 - a. Provide leadership across the mission, as well as within the country Senior Management Team;
 - b. Promote team building, productivity and staff welfare; and
 - c. Transmit IMPACT's values and vision at the country level, and support all managers and staff to do the same.

2. Staff Management:

- a. Ensure that IMPACT international and national staff understand and are able to perform their roles and responsibilities related to country operations and links with HQ;
- b. Ensure that all staff have clear and regularly updated TORs, work plans and key performance indicators against which their performance will be appraised;
- c. Mentor and support the team to build capacities and improve efficiency and performance, and follow career management of international and national staff working on IMPACT programmes;
- d. Promote the growth and development of staff within the organisation, actively linking with HQ to provide feedback and support retention and internal mobility;
- e. Manage interpersonal conflicts (internal and external);
- f. Proactively communicate with HQ as soon as possible in case of any HR problems;
- g. Ensure in-country staff receive appropriate introductions and training upon arrival/hiring; and
- h. Ensure that in-country staff receive regular training on IMPACT's code of conduct and policies.

3. Administration and HR Management:

- a. Manage transparent and timely recruitment of national and international staff working on IMPACT programmes (in coordination with ACTED);
- b. Develop and update country organogram and staff recruitment plan, in line with the needs of the country strategy and existing budgetary and programme requirements;
- c. Conduct regular performance appraisal and career management;
- d. Ensure timely and accurate HR reporting to IMPACT HQ;
- e. Provide regular updates on IMPACT international staff, as well as senior national staff working on IMPACT programmes; and
- f. Ensure timely submission of attendance sheets and leave plans, as well as exit forms for departing staff.

INTERNAL COORDINATION AND COMMUNICATION

1. Internal Communication:

- a. Facilitate internal communication and information sharing for a positive working environment;
- b. Implement regular team meetings, as per IMPACT internal communication guidelines;
- c. Conduct 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
- d. Ensure that any risk to IMPACT programming, projects, or staff is immediately communicated to and understood by the IMPACT Director of Country Programmes and relevant HQ heads of department, including, when relevant, the ED.

2. Coordination with ACTED:

- a. Regularly coordinate with ACTED's CD through weekly meetings and monthly updates;
- b. Ensure regular coordination with ACTED's PD, Finance and other FLAT departments at all stages of project development and implementation;
- c. Ensure compliance of all IMPACT staff to ACTED FLAT and security procedures;
- d. Facilitate coordination between IMPACT programmes and ACTED Area Coordinators where relevant;
- e. Ensure that IMPACT staff movements are coordinated with and validated by ACTED's Security department, in the frequency and modality requested by the latter; and
- f. Immediately inform and coordinate with IMPACT HQ HR and the ACTED CD should any IMPACT staff not respect ACTED regulations, especially in terms of security.

EXTERNAL ENGAGEMENT

1. Establish, maintain and improve regular working relationships with coordination platforms (clusters, sectors, working groups, NGO forums, HCT, etc.), UN agencies, donors, NGOs, consortia, academia, etc.
2. Promote the regular and proactive contribution of IMPACT programmes in key decision-making forums (including HCT, donor coordination meetings, inter/cluster meetings, etc.) and for key decision making milestones (HNO/HRP, donor financial years, etc.).
3. Ensure that IMPACT programmes are well understood by key stakeholders and that potential partnership options have been explored when relevant.
4. Facilitate IMPACT participation in key coordination fora, and maintain a collegiate, consistent and shared approach to external relations by IMPACT staff at the country and sub-country levels.
5. Capitalise on and strengthen relationships with key IMPACT global partners at the country level; ensure any issues that may impact global partnerships are communicated to and understood by IMPACT directors.
6. Maintain positive perceptions of IMPACT by external partners, donors and coordination platforms.

DISSEMINATION OF PRODUCTS AND EXTERNAL COMMUNICATION

1. In close coordination with IMPACT HQ, lead the dissemination of research products, including through in-country presentations, website articles, journal articles, social media content, targeted e-mails, meetings, etc., in line with IMPACT Dissemination and External Communication guidelines.
2. 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.
3. Centralise all media contacts at the 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 in 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. S/he will actively take measures to prevent the unauthorised sharing of any information 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 (International Relations, Political Science, Social Research, Economics, Development Studies, or similar)

- **Management experience** Previous experience in a senior management role in an INGO at field level, proven track record in successful management of international and national teams in humanitarian contexts
- **Aid system** Familiarity with the humanitarian and development systems, and the research community
- **Communication/reporting skills** Excellent communication and drafting skills for effective reporting, including proven experience contributing to high level presentations/briefings
- **Years of work experience** At least 5 years of relevant work experience or proven progression within IMPACT
- **Research skills** Excellent research and analytical skills. Experience in assessments, M&E, field research, and evaluations an asset
- **Software skills** Proven knowledge of the Microsoft Office Suite, including 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 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
- **Geographical experience** Past experience in the MENA region is desirable
- **Language skills** Fluency in English required, competency in Arabic and/or Kurdish an asset
- **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