

# Job Description

## DEPUTY COUNTRY COORDINATOR FOR IRAQ

(Reference: 22/IRQ/DCC01)

### 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 Deputy Country Coordinator to oversee Programmes for the IMPACT Iraq mission. The position is based in Erbil with frequent travel.**

**Position:** Deputy Country Coordinator (Programmes)

**Contract duration:** 12 months

**Location:** Erbil, Iraq

**Starting Date:** ASAP

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 Deputy Country Coordinator (DCC) will be charged with ensuring that IMPACT's work in Iraq fills key information gaps and meets the needs of a wide array of donors and partners. They will directly line manage the managers of each of the mission's assessment, GIS, and data units, ultimately overseeing the performance of up to 25 national and international staff. As such, this position requires someone with extensive experience in people management, capacity building, external engagement, project management, problem solving, and communication.

### 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

IMPACT is currently recruiting for a Deputy Country Coordinator (DCC) to oversee the programme management of IMPACT Iraq. The role will involve oversight of all IMPACT Iraq research cycles, project and grants development and management, liaising with and reporting to donors, operational oversight (financial, logistical, team capacity and team structure), human resource management (recruitment and staff welfare), external engagement (external representation, partnership development, and maintenance), strategy development, as well as striving for team cohesion. This person will be a key member of the IMPACT Iraq Senior Management Team (SMT), which includes the IMPACT Iraq Research Managers, Specialists, and Country Coordinator. The position will also at times serve as the Acting Country Coordinator (CC) when the CC is on leave. The position will be based in Erbil, Iraq, with regular travel anticipated in the country.

## RESPONSIBILITIES

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

### OVERSIGHT OF IMPACT RESEARCH CYCLES AND TEAM MANAGEMENT

1. Provide line-management of Research Managers (RMs) for each of the 3 research units – the Inter-sectoral Unit, Durable Solutions Unit, and PANDA Unit – in Iraq, as well as the Data and GIS Specialist, including effective delegation of day-to-day tasks and ensuring all team members are fully aware of their job description, duties and responsibilities.

2. Ensure that RMs are provided with the programme management training, support, and resources required to independently manage their unit's Research Cycles (RCs) without day-to-day intervention. This includes:
  - a. Conducting check-ins to plan and identify any challenges or bottlenecks;
  - b. Empowering RMs to take personal responsibility for RCs, and proactively identifying areas where they lack the capacity to work independently. Resolve these issues by developing training plans, and supporting RMs in capacity building junior staff; and
  - c. Supporting RMs as line-managers in developing strong and healthy teams, and maintaining staff welfare.
3. Review information products to ensure that products meet the minimum reporting standards for IMPACT, are of high quality, and effectively inform target audiences.

#### TRAINING AND STAFF CAPACITY DEVELOPMENT

1. Support technical and assessment focal points in developing the capacity of staff, for example by proactively organising trainings and development sessions.
2. Autonomously identify talent, capacity gaps, and staff who would benefit from specific trainings, particularly amongst national staff, including the Operations Team.

#### HUMAN RESOURCE MANAGEMENT (STAFF CAPACITY, TEAM STRUCTURE, RECRUITMENT AND STAFF WELFARE)

1. Proactively flag needs for staff recruitment, including current and upcoming capacity or skills gaps.
2. Draft ToRs, liaise with IMPACT HR, conduct interviews, and support other staff to conduct strong interviews.
3. Together with the CC, ensure that appraisals, contract renewals, and recruitments are done in timely manner to minimise gaps in the team.
4. Together with the CC, maintain team morale, a strong team spirit, and monitor staff welfare, as well as help ensure team cohesion between Erbil, field bases, and within and across units. In particular, support on the relationship between Erbil and Baghdad base staff, and between expat and national staff.

#### GRANTS DEVELOPMENT, MANAGEMENT, AND OVERSIGHT

1. In coordination with the CC and Project Development Officer (PDO), oversee the development of new business, including identifying funding opportunities, drafting proposals, and conducting initial discussions with donors/partners.
2. Together with the CC and the PDO, develop IMPACT Iraq PD strategy, including exploring partnerships with new donors, mapping potential donors, and conducting prospect research.
3. When required by the CC, maintain IMPACT Iraq's strong relationships with existing donors through meetings to brief on project progress, key developments in the Iraq context, and findings from assessments.
4. Support the PDO in tracking donor requirements and deadlines, via delegation and follow-up of tasks to RMs, review, and in some cases drafting of reports.

5. In coordination with the CC and PDO, develop systematic procedures for tracking lessons-learned, win/lose rate etc., to professionalize IMPACT's engagement with donors, particularly in relation to development actors.
6. Lead on building systems to externalise institutional knowledge, to ensure lessons-learned are not lost with staff turnover.

#### FINANCIAL OVERSIGHT

1. Support RMs and the Senior Finance Officer (SFO) with filling Budget Follow-Ups (BFUs), including reviewing forecast expenses, tracking expenditure, and adjusting allocations.
2. Support the CC with updating international and national staff allocation tables.
3. Support the PDO on proposal budgeting, including the development of standardised documentation and templates for calculating costs.
4. Support the CC and the SFO on reviewing and improving existing finance processes, particularly as they pertain to focal point RC ownership.
5. Train RMs on how to conduct expense forecasting and BFU review.

#### EXTERNAL ENGAGEMENT (DONOR ENGAGEMENT, EXTERNAL REPRESENTATION, ADVOCACY, PARTNERSHIP DEVELOPMENT AND MAINTENANCE)

1. Under the supervision of the CC, ensure that IMPACT Iraq maintains its strong position as a key information actor through regular engagement with representatives of UN agencies, NGO forums, and other IM actors.
2. Lead on the creation of IMPACT Iraq strategy for a development/stabilisation context, including engaging with Durable Solutions architecture, and identifying development coordination structures and donors/actors.
3. Support the CC and other relevant focal points in IMPACT Iraq advocacy work; support focal points to disseminate key findings with regards to the humanitarian situation in Iraq and situating these within wider conversations in the response.
4. Represent IMPACT and present findings at relevant key platforms/meetings as required.

#### SUPPORT IN THE DEVELOPMENT AND IMPLEMENTATION OF REACH IRAQ STRATEGY

1. Closely follow the social, economic, and political situation in Iraq.
2. Track and identify changes in humanitarian coordination and development architecture.
3. Support the CC in strategy development and implementation of strategy through regular meetings with external actors, context monitoring, and conversations with project focal points and SMT.
4. Build strong networks with external partners, including with new categories of actors, such as national NGOs, government bodies, line ministries, and community actors; build an understanding of how these actors fit together and coordinate.
5. Support the CC in other mission strategies and priorities, including diversity + inclusion, and localisation.
6. Together with the CC, ensure that staff are able to situate their projects within the wider context and support them in thinking strategically about their work.

#### 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 DCC 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, etc.)
- ❖ **Work experience** At least 5 years of relevant work experience or proven progression within IMPACT, including at least 2 years in a programme management role
- ❖ **Management experience** Excellent team management, coordination, organisational and planning skills required, including ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through an excellent ability to multi-task and prioritise
- ❖ **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
- ❖ **Research skills** Excellent research and analytical skills. Experience in assessments, M&E, field research, and evaluations an asset
- ❖ **External engagement** Experience with external engagement (donors, partners and other key stakeholders) required; experience with development actors strongly preferred
- ❖ **Financial management** Experience managing multiple budgets an asset
- ❖ **Multi-tasking skills** Ability to multitask and manage multiple deadlines in a complex environment
- ❖ **Level of independence** Ability to work independently and manage people remotely required
- ❖ **Work environment** Solution-oriented, flexible, and open-minded, including ability to operate in a cross-cultural environment required;
- ❖ **Geographical experience** Knowledge of the Iraq context - past experience in the MENA region 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