

# Terms of Reference

## RESEARCH MANAGER

(Reference: 22/LBN/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 organizations have a strong complementarity formalized 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 REACH team in Lebanon.**

**Department:** REACH  
**Position:** **Research Manager**  
**Contract duration:** 12 months  
**Location:** Beirut, Lebanon  
**Starting Date:** ASAP

### COUNTRY PROFILE

In Lebanon, several years of multi-layered, overlapping shocks have led the country into a nation-wide socio- economic crisis. This crisis, reflective of fundamental vulnerabilities in Lebanon's economic structure, fragile political environment, deep-rooted social and communal tensions, have vastly increased household need and vulnerabilities throughout the country. Further, the current crisis has affected refugee needs due to the protracted Syrian refugee crisis in Lebanon, in its tenth year. Indeed, Syrian refugees are not the only vulnerable population group from outside Lebanon affected, approximately 200,000 Palestine Refugees in Lebanon (PRLs), located in and out of camps for nearly 70 years, continue to be subject to policies and law that preclude them from basic household functions such as the right to work, public services, and property ownership. Further, approximately 180,000 migrants are also present in Lebanon, facing needs related to protection, livelihoods, food security, and shelter.

As the trajectory of Lebanon continues to be along downward spiral, continual provision of empirical evidence to investigate the impact of continued shocks and socio-economic deterioration of a fragmented, heterogeneous population within Lebanon's borders, is necessary. In 2021, REACH Lebanon implemented a novel, nation-wide Multi-Sector Needs Assessment (MSNA). The MSNA comprised of household-level surveys of three population groups: Lebanese, Palestine Refugees in Lebanon, and Migrants. As the first project to be implemented of its kind in Lebanon, the MSNA provided the humanitarian community with empirical evidence of the widespread needs, both sector-specific and intersectoral, to support the humanitarian community in advocacy and programmatic strategy.

## FUNCTIONS

Under the management of the Country Representative (CR), the Research Manager oversees the programs and staff within the MSNA workstream. The management of the REACH MSNA assessment will include oversight of research and data collection processes country wide and will include extensive external engagement with NGO, UN and government partners. Under the overall guidance of the REACH CR, the RM will be required to manage REACH field teams country-wide, provide oversight of technical development of REACH methodology, tools and support in the review process of all REACH products drafted as part of the assessment. The RM will also ensure timely and relevant dissemination of all REACH products at the governorate and country level; and provide strategic input into the overall programmatic direction of REACH in country.

Within his/her team, the Research Manager leads the IMPACT team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring 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 organizational vision and core values across the mission.

## RESPONSIBILITIES

The Research Manager responsibilities include the following:

### STRATEGY DEVELOPMENT & IMPLEMENTATION

1. Context analysis: With a specific attention on his/her Unit's technical, programmatic and institutional focus, and in coordination with the CR, the RM will ensure that IMPACT has an up to date understanding of:

- The country's socio-economic situation, the impact of a crisis and the aid/humanitarian situation;
- The aid/humanitarian planning, coordination and response mechanisms, as well as key aid/humanitarian stakeholders.

2. Develop and oversee the implementation of the MSNA in alignment with country and global priorities, and fully integrated into the country strategy; 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 within the MSNA;
- Ensure the MSNA activities are relevant and have a measurable impact on the aid/humanitarian response;
- Identify new programs and approaches in which REACH can add value to the aid/humanitarian response;
- Follow up on opportunities for REACH's program development and strengthening of interventions;
- In coordination with CR, identify funding opportunities to consolidate, strengthen and/or expand REACH's programs;

3. Ensure team members within the team are aware of REACH Lebanon's strategy (as well as country and global) and their contribution and role within it.

## **RESEARCH PLANNING:**

- Ensure that all MSNA research is planned in line with relevant project and program objectives
- Ensure that all research complies with IMPACT's HQ Research Department and other relevant guidelines;
- Ensure that required secondary data analysis has been conducted in preparation of an assessment;
- For each assessment, review ToRs before they are sent to Geneva for validation and ensure that TORs are validated by HQ before any data collection begins;
- Ensure that ToRs are understood and used by assessment staff and stakeholders, and updated as required;
- Keep track of progress and delays of the MSNA throughout the research cycle. Ensure that delays or identified challenges are reported to the CC and HQ research department in a timely manner
- Ensure relevant stakeholders and partners are engaged in the MSNA design and planning.

## **RESEARCH IMPLEMENTATION**

- Ensure that data collectors are identified and trained for primary data collection;
- Monitor data collection, ensuring its correct implementation in line with agreed TORs;
- Ensure that the CR, 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;
- Ensure logistics, financial, administration, security and HR processes directly related to the MSNA have been appropriately implemented and coordinated with the relevant ACTED departments.
- Ensure regular situation updates on data collection have been produced and circulated to relevant IMPACT, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process;
- Ensure that all collected data is stored in line with IMPACT's Data Management Guidelines, and with the TORs (data management plan Annex);
- Ensure that data is revised and cleaned, and that all revisions are recorded;
- Oversee analysis on collected data as per TORs;
- Ensure that meaningful techniques are used to analyze the data collected;
- Ensure that data and its analysis are validated by IMPACT HQ before product drafting stage;
- Ensure that data and its analysis do not contain personal information and are validated by IMPACT HQ before sharing to external parties.
- 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 products before they are sent to the CR or IMPACT HQ for validation;
- Ensure that all written products are validated by IMPACT HQ before external release.

## KNOWLEDGE SHARING AND LEARNING PROCESS

- Ensure the development and application of a M&E system/plan for the MSNA, in line with IMPACT's M&E guidelines;
- Ensure learning throughout the MSNA from relevant best practice internally and externally both nationally and globally and make learning available for other programs; organize a program review workshop and document lessons learnt at the end of each program.
- Share and consolidate knowledge within REACH Lebanon and with Global Units and Communities of Practice
- Deliver and participates in inter-agency, multi-stakeholders knowledge sharing / lessons learned exercise.

## INFLUENCING - EXTERNAL ENGAGEMENT

- Research-related external engagement, product dissemination and evaluation
- In coordination with the CR, 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;
- Ensure that external communications with partners and key stakeholders, including relevant UN agencies, local and national government, and NGOs has been conducted and documented as appropriate for each Research Cycle;
- Under the direction of the CR, 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;
- 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;
- Support the CR to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines.

### - Strategic External Engagement

- Senior external engagement and output dissemination with key stakeholders, as well as coordination of external engagement by all members of the team
- Development strategic partnerships with key humanitarian stakeholders and decision makers
- Ensure coordinated and positive interactions between REACH and ACTED staff

### - Project Development:

- Support the IMPACT CR in external engagement in relation to IMPACT strategy or (when requested and with focal point) to fundraising and grants management.
- Develop proposals, concept notes, and budget in close coordination with the IMPACT CR

## PROJECT CYCLE MANAGEMENT

### 1 Project and Grants Management:

- Management of relevant all Project / Grant cycles for the MSNA (in coordination with CR)
- Ensure that contractual obligations are met in terms of deliverables as well as narrative and financial reporting requirements, in close coordination with CR, and (as relevant) with ACTED PD and finance departments;
- Provide ad-hoc support to project implementation through trouble shooting and eliminating blocking points;

## 2 Finance Management

- Control project budgets within the team to avoid under/over spending, in link with CR and (as relevant) IMPACT and ACTED finance;
- Ensure accurate budget expenditure tracking and forecasting, in link with CR and (as relevant) with IMPACT and ACTED finance;

## TEAM MANAGEMENT AND LEADERSHIP

### 1 Leadership

- Provide leadership within the team as well as within ACTED; transmit IMPACT's values and vision, and their declination within the team

### 2 Staff Management

- Ensure that staff within his/her unit understand and are able to perform their roles and responsibilities;
- Promote team building, productivity and staff welfare;
- Mentor and support the Unit team to build capacities, and improve efficiency and performance;
- Management of interpersonal conflicts within the team

### 3 Administration and HR management

- In support of the CR, contribute to transparent and timely identification and recruitment staff working in the Unit;
- Ensure regular performance appraisal and career management of all staff in Unit;
- Ensure timely and accurate HR reporting;

## INTERNAL COORDINATION AND COMMUNICATION

### 1. Internal communication

- Facilitate internal communication within the team and information sharing for a positive working environment;
- Ensure regular reporting to CC/CR;
- Ensure that any risk to IMPACT programming, projects or staff is as soon as possible communicated to and understood by CR and (when relevant) relevant HQ head of departments.

### 2. Coordination with ACTED

- Ensure regular coordination with relevant ACTED departments at all stages of development and implementation of REACH projects, including participation in project kick off and lessons learnt meetings, support to drafting of monthly internal updates (BFU, RFUs, allocation tables, etc), and support to drafting of donor reports or amendment requests;
- Ensure compliance of all IMPACT unit staff to ACTED FLAT and security procedures;
- Ensure that all Unit staff are aware and fully abide by ACTED's regulations in terms of administration, logistics and security;
- Ensures that the Unit;s movements are coordinated with and validated by ACTED's Security department, in the frequency and modality requested by the latter;

## 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 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 3 years of relevant working experience
- ❖ **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 Lebanon or the Middle East is desirable;
- ❖ **Language skills** Fluency in English required, competency in Arabic an asset;
- ❖ **Security environment** Ability to operate in a complex and fluctuating 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