

Terms of Reference

RESEARCH MANAGER

(Reference: 22/YEM/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 Yemen team, currently based in Amman, Jordan.

Department: REACH
Position: Research Manager
Contract duration: 12 months
Location: Amman, Jordan
Starting Date: ASAP

COUNTRY PROFILE

The humanitarian situation in Yemen is one of the most severe in the world, with 14.3 million people – or 40% of the population – in acute need of humanitarian assistance. The direct effects of the conflict continue to have severe effects on the population. Other aspects of the conflict – especially blockades, the deterioration of basic service infrastructure, and the depreciation of the Yemeni rial – also have enormous impact on Yemenis. Approximately 9.9 million people in Yemen are facing severe acute food insecurity and since 2016, Yemen has witnessed up to 1.3 million suspected cases of cholera, with outbreaks exacerbated by crumbling WASH infrastructure. The loss of livelihoods, when combined with the depreciation and general volatility of the Yemeni currency, has made the purchase of basic everyday necessities difficult for most Yemenis.

REACH has supported the humanitarian response to the Yemen crisis since October 2016, working extensively with the CCCM Cluster, the WASH Cluster, the Cash and Markets Working Group (CMWG), and the Information Management and Assessment Working Group (IMAWG). The REACH team – based remotely in Amman – provides systemic assessment and IM support to the response through indicator review, tool design, coordination of data collection exercises, data analysis, output production, and IM platform design. Given the challenging context in Yemen, REACH is constantly working to find new and innovative ways to effectively inform the humanitarian response.

FUNCTIONS

Under the management of the Country Representative (CR), the Research Manager oversees the programme management of all REACH Yemen country projects. The role will involve oversight of all REACH Yemen research cycles and data collection processes country wide. The RM will be required to manage REACH research teams, provide oversight of technical development of REACH methodology, tools and support in the review process of all REACH products drafted as part of the research. The RM will also ensure timely and relevant dissemination of all REACH products to the relevant stakeholders.

The RM will be responsible for line management of and project management support to all focal points of REACH Yemen's research unit. This role will require extensive external engagement with NGO, UN and government partners. And the RM will provide contributions to strategy development through contextual understanding of the Yemen Crisis, response coordination structure, and identification of information management gaps within the humanitarian response. The position will be based in Amman, Jordan.

Within the team, the Research Manager leads the REACH team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring compliance to REACH's guidelines and standards. As part of the country's Senior Management team, she/he contributes to the development and implementation of REACH'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: In coordination with the CR and the research team, the RM will ensure that REACH has an up to date understanding of:
 - a. The country's socio-economic situation, the impact of a crisis and the aid/humanitarian situation;
 - b. The aid/humanitarian planning, coordination and response mechanisms, as well as key aid/humanitarian stakeholders.
2. Develop and oversee the implementation of the research cycles in alignment with country and global priorities, and fully integrated into the country strategy; take a lead role in identifying strategic opportunities for strengthening REACH's work in the country; in particular:
 - a. Consolidate and strengthen ongoing programming and operations;
 - b. Ensure the activities are relevant and have a measurable impact on the aid/humanitarian response;

- c. Identify new programs and approaches in which REACH can add value to the aid/humanitarian response;
 - d. Follow up on opportunities for REACH's program development and strengthening of interventions;
 - e. 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 Yemen's strategy (as well as country and global) and their contribution and role within it.

RESEARCH PLANNING:

- Ensure that all 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 HQ 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 all assessments throughout the research cycle. Ensure that delays or identified challenges are reported to the coordination and HQ research department in a timely manner
- Ensure relevant stakeholders and partners are engaged in the assessment design and planning, as required.

RESEARCH IMPLEMENTATION

- Monitor data collection, ensuring data collectors are trained properly and progress is implemented 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 research have been appropriately implemented and coordinated with the relevant stakeholders.
- Ensure regular situation updates on data collection have been produced and circulated to relevant IMPACT 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, in line with REACH's M&E guidelines
- Ensure learning throughout the research cycles 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 Yemen and with Global Units and Communities of Practice
- Deliver and participate in inter-agency, multi-stakeholders knowledge sharing / lessons learned exercise.

INFLUENCING - EXTERNAL ENGAGEMENT

Research-related external engagement, product dissemination and evaluation

- Where relevant, ensure that relevant partners are consulted at all stages of research cycle:
- 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 in line with REACH
- Dissemination and External Communication Guidelines and Research ToRs;
- Support the CR to conduct monitoring and evaluation as specified in the research ToRs and in line with REACH 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 CR in external engagement in relation to REACH strategy or (when requested and with focal point) to fundraising and grants management.
- Develop proposals, concept notes, and budget in close coordination with the CR

PROJECT CYCLE MANAGEMENT

Project and Grants Management:

- Management of relevant all Project / Grant cycles for the projects
- Ensure that contractual obligations are met in terms of deliverables as well as narrative and financial reporting requirements, through coordination with ACTED departments

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

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

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

Internal communication

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

Coordination with ACTED

- 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;

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 an INGO, at field level is preferable. Proven track record in successful management of international and national teams in humanitarian contexts. 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;
- ❖ **Familiarity aid system** Familiarity with the humanitarian aid system and experience with external engagement in the humanitarian system (donors, partners, government) is required.
- ❖ **Experience in geographical region** Past experience in Yemen or the Middle East is desirable;
- ❖ **Research skills:** Excellent research and analytical skills an asset. Experience in assessments. M&E, field research, evaluations an asset.

- ❖ **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
- ❖ **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
- ❖ **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;
- ❖ **Language skills** Fluency in English required, competency in Arabic an asset;
- ❖ **Security environment** Ability to operate in a complex and fluctuating security environment. Preference for candidates who have worked in a complex security environment previously.