

REACH Operations Manager

(Reference: 22|SYR|OpsM02)

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 an Operations Manager to support our team in Syria.

Department: REACH
Position: Operations Manager
Contract duration: 12 months
Location: Amouda, Syria
Starting Date: ASAP

COUNTRY PROFILE

After more than a decade of conflict, conditions in Syria remain volatile and marked by violence and socioeconomic deterioration. The scale, complexity, and severity of humanitarian needs in Syria extends the necessity for up to date, timely, and accurate information. Evidence-based planning and programming remains paramount to ensure that the response adequately meets the needs of the most vulnerable people and is tailored to different realities across communities and over time. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has since grown significantly as an actor in the response.

Broadly speaking, REACH Syria facilitates a humanitarian evidence base via four key research streams:

- Monitoring of the humanitarian situation in Syria, including joint market monitoring to track prices of goods as per the survival minimum expenditure basket (SMEB);
- Displacement tracking, through tracking the movement of IDPs and returnees;
- Remote sensing activities, including market functionality, flood hazard assessments, etc;
- Technical support to clusters, including thematic assessments and capacity building

POSITION PROFILE

Under the management of the Country Coordinator, the Operations Manager oversees field team operations across two bases in Northeast Syria (Amuda/Hasakah and Raqqa). The Operations Manager creates and maintains an operational setup that allows the programmes team to achieve program excellence and ensure the highest level of impact and accountability, while also complying to IMPACT's guidelines and standards.

As part of the REACH Senior Management Team, she/he contributes to the development and implementation of mission strategy, in addition to promoting organizational vision, and cores values across the mission.

In his/her mission, the Operations Manager will be hosted by ACTED and will fall under the responsibility and management of ACTED's Country Director for Administrative, Security, Logistics, HR and Finance issues.

RESPONSIBILITIES

The Operations Manager is responsible for the following:

Field Team Management

1. Responsible for management of field operations and supervision of staff across two bases in NES.
2. In coordination with ACTED Security, ensure the implementation of safety and security protocol across all field teams within NES bases.
3. Responsible for overseeing HR/administrative processes, maintaining adequate staffing across bases, supervising Field Managers, and related procedures as they relate to staff within field teams.

Operational Setup

1. Ensure that REACH has a logical and functional operational setup that allows the implementation of data collection for programme activities in NES.
2. Develop and maintain systems to evaluate and adjust the NES operational setup, as needed to address shifts in context/realities on the ground.
3. Incorporate feedback from programmes teams as well as external stakeholders into the field team structure.
4. In coordination with the Country Coordinator, assist in developing the NES-specific operational component of grant proposals, concept notes, and budgets.

Knowledge Sharing and Learning Processes

1. Maintain and update systems/ processes to ensure a regular review of REACH's operational presence in NES.
2. Develop knowledge sharing processes/ practices to facilitate integration of the NES field team into the programmes team, and vice versa.

Context Analysis & Strategy Development

1. Maintain an up-to-date understanding of the context in NES, including the socio-economic situation, the impact of the crisis, and the humanitarian system.
2. Understand how the NES geo-political situation relates to/could potentially impact the humanitarian situation, operations, and field staff in NES.

3. Regularly share context updates with the REACH Syria Country Coordinator, SMT, and programmes team & support the development of a context-sensitive REACH Syria country strategy.

External Engagement

1. In coordination with the Country Coordinator, ensure that relevant partners in NES are consulted while reviewing coverage and field presence.
2. Represent REACH when engaging with partners in NES.

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) or equivalent related years of work experience in similar field.
- **Management experience** Previous experience in a management role in an INGO at field level and proven track record in successful management and development of national teams in humanitarian contexts.
- **Years of work experience** At least 3 years of relevant working experience, including at least 2 years of management experience. **Experience in research and humanitarian settings** highly desirable.
- **Understanding of different data collection methodologies** and proven ability to maintain data quality required
- **Organizational and coordination skills** Strong coordination, presentation, and organisational skills.
- **Multi-tasking skills** Ability to multitask with tight deadlines.
- **Level of independence** Proven ability to work independently.
- **Experience in geographical region** Past experience working in Syria or the Middle East is desirable.
- **Cross-cultural security environment** Ability to operate in a cross-cultural, as well as complex and challenging security environment.
- **Software skills** Proven knowledge of the Microsoft Office Suite, including Word, Excel, and PowerPoint.
- **Language skills** Fluency in English required; fluency in Arabic and/or Kurdish an asset.

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