

COUNTRY COORDINATOR

(Reference: 23|NGA|CC01)

BACKGROUND ON IMPACT, REACH, AND PANDA

IMPACT Initiatives is a humanitarian NGO, based in Geneva, Switzerland. The organisation manages several initiatives, including the PANDA Initiative. The IMPACT team comprises specialists in data collection, management and analysis and GIS. IMPACT operates through three Initiatives: REACH, PANDA, and AGORA. This recruitment opportunity pertains to the REACH and the PANDA Initiative.

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.

PANDA is IMPACT's lever on humanitarian aid responses which focusing on improving outcomes for beneficiaries through direct engagement with partners and their activities. Where REACH works through soft power and partnerships to affect systemic change, PANDA is direct action that allows us to ensure that system and its participants are trustworthy and delivering the most effective, efficient and equitable response possible. PANDA is praxis – it is how IMPACT manifests our vision of acting as a catalyst of change within the aid community to work through focused or multidimensional analysis of projects, programmes and policies to identify their results, strengths and weaknesses, and how they can be improved, then proposes or implements a concrete plan for improvement.

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

Position: Country Coordinator (CC)
Contract duration: 12 months
Location: Abuja, Nigeria (with occasional stays in Dakar, Senegal)
Starting Date: ASAP

COUNTRY PROFILE

Nigeria is confronted by multiple security challenges. The Insurgency of The Islamic State of West Africa Province (ISWAP) and Jamā'at Ahl as-Sunnah lid-Da'wah wa'l-Jihād (JAS) – more popularly known as Boko Haram – has entered its twelfth year and has spawned a humanitarian crisis rendering sections of Borno, Adamawa, and Yobe state inaccessible, limiting affected population's access to basic infrastructure and services, and displacing millions. In the Norhtwest, banditry has emerged as a key challenge, becoming more sanguinary with every year. The high levels of crime and increased use of violence and kidnappings have led parents and authorities to pull millions of students out of school. The spotlight remains on the Northeast yet needs – both humanitarian and developmental – are rising in the Northwest, long-running discontent and

militancy prevails in the Niger Delta, discontent is increasing between herders and farming communities spreading from the central belt southwards, and separatist Biafra agitations in the Igbo Southeast simmer on.

Against this backdrop, IMPACT Initiatives has developed a wide range of research cycles to provide an evidence-base for the humanitarian community. Historically, IMPACT Initiatives has been present in both the Northeast and Northwest of Nigeria. Thematically, across 2021 – 2023 IMPACT Initiatives fielded [Multi-Sectoral Needs Assessments](#) (MSNAs), [Hard to Reach](#) (H2R) assessments, [Area Based Assessments](#) (ABA), [Rapid Overviews of Areas of Return](#) (ROAR), [Thematic Assessments](#) (TA), [Rapid Assessments](#) (RA), and [WASH Infrastructure Mapping](#), while also playing a key role in Famine Monitoring, Nutrition and Food Security Surveillance, and the Joint Market Monitoring Initiative (JMMI).

PROJECT PROFILE

The position is recruited for the Third Party Monitoring (TPM) Project covering FCDOs Humanitarian and Resilience Programme (HARP) Facility. For this programme, IMPACT has entered into a consortium with CLEAR Global and FACT Foundation. While in Nigeria, staff shall be hosted by CLEAR Global and for his or her mission, the Country Coordinator will fall under the direct responsibility and management of CLEAR Global's Country Director and his or her delegates for all Administrative, Security, Logistics and Finance issues. S/he will therefore fully abide by CLEAR Global's Security, HR, Administration, and Logistics rules and regulations, and in coordination with CLEAR Global, ensure that all IMPACT staff abide by them.

FUNCTIONS

Under the management of IMPACT's regional coordinator in Geneva, the CC is responsible for representing IMPACT and managing and developing IMPACT's programs in Nigeria. At present IMPACT programmes comprise an FCDO-funded TPM project, where IMPACT serves in a Consortium with CLEAR Global and FACT Foundation. The CC will serve as the Consortium Assessment Manager, devoting 50% of his or her time to the management of the project, while devoting 50% on stakeholder engagement and fundraising within the wider response. The CC is furthermore in regular contact with HQ, ensuring that organizational risks are promptly and clearly communicated to the ED, the Director of Country Programs and Operations, and other relevant HQ Senior Management. She/he will promote organizational vision and core values across the mission and will actively link with HQ to contribute to the implementation of IMPACT's global strategies.

RESPONSIBILITIES

The CC responsibilities include the following:

STRATEGY DEVELOPMENT & IMPLEMENTATION

- Ensure IMPACT has an up-to-date understanding of the country's socio-economic situation, the impact of the crisis, as well as the aid/humanitarian coordination mechanisms. Operationalise this understanding through (i) an **up-to-date research gaps analysis**, (ii) and **up-to-date IMPACT Portfolio Strategy**, and (iii) an **up-to-date Country Strategy**.
- For IMPACT writ large, develop and oversee the implementation of this **Country Strategy** for the mission, and take a lead role in identifying strategic opportunities for strengthening IMPACT's work in the country, including identify funding opportunities to strengthen the research portfolio.
- Liaise with partner organisations and stakeholders in Nigeria to **identify host organisations** and **operationalise IMPACT's research**.
- For the TPM Project, set out the overarching strategy for the project, oversee the actualisation of the project, and **ensure impact at the outcome level**.

FUNDRAISING

- In close coordination with IMPACT HQ, approach donors to **identify funding to support IMPACT's programmes** (including, as relevant, REACH, PANDA, and AGORA).
- Once donor funding has been identified for IMPACT programmes, oversee project **proposal conceptualisation** (problem statement, logframe) within the framework of the Nigeria Country Strategy, ferry proposals through HQ Grant Management Unit for validation, and submit them to the donors.
- Once donor funding has been identified for IMPACT programmes, **oversee budget design and development**, ferry budgets through the HQ Finance department for validation, and submit them to the donors.
- **Negotiate proposals and/or contracts with donors**, in close coordination with IMPACT HQ.
- Once funding has been secured, **oversee the recruitment** of new staff, and integrate them into the IMPACT team.

PROGRAMME PLANNING AND IMPLEMENTATION

- For the TPM Project, supervise the programme implementation, ensure deliverables are met, and oversee or lead the stakeholder engagement with FCDO and Implementing Partners for the dissemination and learning portion of each research component.
- For the TPM Project, **liaise closely with Consortium Members Clear Global and FACT** to ensure that the consortium is delivering as expected, and communication with FCDO and Implementing Partners is timely and clear.
- Ensure that all programs are conducted in coordination with and, when relevant, **undergo the validation by IMPACT HQ**; For all research, review TORs, data and draft deliverables, supporting assessment, data and GIS teams to ensure they meet expected standards before being sent to IMPACT HQ for validation; Ensure the quality and accuracy of technical information provided as well as the confidentiality and protection of collected information.
- For IMPACT writ large, supervise all programming, ensure donor requirements are met, deliverables are completed in a timely fashion, and **ambition to engender impact at the outcome level**.
- Keep track of progress and delays of all program implementation. Ensure that delays or identified problems for specific programs are reported to HQ in writing and orally in a timely manner.

KNOWLEDGE SHARING AND LEARNING PROCESS

- **Keep track of progress and delays of all program implementation.** Ensure that delays or identified problems for specific programs are reported to HQ in writing and orally in a timely manner.
- **Ensure learning by the country team** 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.
- Ensure, via efficient line management, that **due attention is given to staff career development and progression**.

PROJECT CYCLE MANAGEMENT

I. GRANT AND PROJECT MANAGEMENT

- For the TPM Project, **supply Clear Global with all the documentation** that they would require for the narrative and financial reporting to FCDO.
- While Clear Global leads on grant management for the TPM Project, for prospective alternative IMPACT programming, organize project kick-offs, review/updates, and end of Project meetings. Likewise, monitor output and cash burn rates **to meet narrative and financial reporting requirements** in a timely manner in close coordination with HQ Grants Management and HQ Finance departments.

II. FINANCIAL MANAGEMENT

- Anticipate financial risks and gaps in funding.
- In collaboration with HQ Finance, **control project budgets to avoid under/overspending**.
- Perform forecasting and **ensure timely and accurate finance reporting to HQ Finance**, including monthly submission to HQ of updated Budget Follow Up tables (BFUs) for all programmes, as well as staff allocation tables.

III. ASSETS AND IT MANAGEMENT

- **Oversee the organisation of all data back-ups** in Nigeria, including the implementation and maintenance of country server for internal information and documentation and the HQ server for data originating from the field.
- **Ensure and regularly monitor use of server** by all team members as per IMPACT guidelines.
- **Oversee the management of all assets in Nigeria.**

IV. EXTERNAL AUDIT FOLLOW-UP

- **Support HQ Finance with the preparations for external audits.**

TEAM MANAGEMENT AND LEADERSHIP

- **Provide leadership across the Mission**, both within the purview of the TPM Project and prospective alternative Projects.
- **Transmit IMPACT's values and vision across the mission** and support managers to do the same.

I. STAFF MANAGEMENT

- Ensure that all staff members understand and are able to perform their roles and responsibilities, as well as their reporting and validation duties to HQ.
- Ensure that all staff members have **clear and regularly updated ToRs, Workplans, and Key performance Indicators (KPIs)** against which their performance will be appraised.
- **Promote team building, productivity, and staff welfare.**
- Mentor and support the team **to build capacities, improve efficiency and performance.**
- **Promote the growth and development of staff** within the organisation, actively linking with HQ to provide feedback and support retention and internal mobility. Identify capacity building opportunities for growth, proactively provide high-performing staff with opportunities to surge (a short-term deployment to another mission) and develop pathways for junior staff to grow and move into management or specialist positions.
- **Manage interpersonal conflicts** (internal and external)

- **Ensure communication and linkages with HQ** are made immediately in case of the occurrence of an HR-related problem.
- **Ensure new staff receive appropriate induction and training upon arrival.**
- Ensure that in-country staff receive **regular training on IMPACT code of conduct and policies.**

II. ADMINISTRATION AND HR MANAGEMENT

- In coordination with IMPACT HQ (and for national staff with hosting partners) **proactively adapt the staffing structure to needs and funding.**
- **Ensure timely and accurate HR reporting to IMPACT HQ.**
- **Ensure regular performance appraisals of staff.**

INTERNAL COORDINATION AND COMMUNICATION

- **Ensure regular reporting to IMPACT HQ through the Monthly Coordination Report**, as well as direct reporting to HQ grants management, finance, HR and program departments.
- Ensure that any risk to IMPACT programming, projects or staff is as soon **as possible communicated to and understood by IMPACT regional coordinators and relevant HQ head of department, including, when relevant, the Executive Director.**

EXTERNAL ENGAGEMENT

- Establish, maintain, and where possible, improve **active and regular working relationships with coordination platforms** (sectors, working groups, INGO Forum (NIF), ISWG, AAWG, etc).
- Promote a regular and pro-active contribution of IMPACT and its programmes **in key aid decision-making forums and documents.**
- **Ensure that IMPACT and its programs are well understood** by key aid stakeholders and that potential partnerships options have been explored when relevant.

DISSEMINATION OF PRODUCTS AND EXTERNAL COMMUNICATION

- **Lead the dissemination of research/programmes products/outputs**, including through in-country presentations, website articles, journal articles, IMPACT social media contents, targeted e-mails, meetings, etc in line with IMPACT Dissemination and External Communication guidelines.
- **Support IMPACT HQ in global-level dissemination related to the country mission.**
- Centralise all media contacts in Nigeria and **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 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. He/she will actively take measures to prevent the unauthorized sharing of any information and data 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 Sciences, Social Research, Economics, Development Studies, or similar)
- ❖ **Management experience** Previous experience in a senior 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 5 years of relevant working experience or proven progression within IMPACT.
- ❖ **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 Sub-Saharan Africa is desirable.
- ❖ **Language skills** Fluency in English required.
- ❖ **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.
- ❖ Accommodation and food provided in a guesthouse.
- ❖ Enrolment in Swiss private pension fund (Swisslife – approx. 9.975% of staff gross salary), health insurance, life insurance and repatriation assistance.
- ❖ Flight tickets every 6 months & visa fees covered (in-country travel costs and professional expenses are fully covered).
- ❖ R&R after 2-3 months (flight ticket up to 500\$ + 200\$ of living allowance) if duty station allows [to be added or removed depending on the base]

- ❖ Contribution to the luggage transportation: between 20 and 100 kgs, depending on the length of the contract (+ luggage and personal property insurance)
- ❖ Annual leave of 36 days per year. Public holidays of the country of assignment. Family/compassionate leave when applicable.
- ❖ Predeparture induction - 3 days at IMPACT Initiatives's HQ in Geneva + one week pre-departure training in ACTED HQ in Paris, including a 4-days in situ security training;
- ❖ IMPACT prioritizes the psychological safety of its staff and the health insurance provided covers, among others, up to 1000 € per year of psychosocial counselling fees.