

# RESEARCH MANAGER – HUMANITARIAN NEEDS MONITORING UNIT UKRAINE

(Reference: 23/UKR/RM03)

## 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 monitoring 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 lead our Humanitarian Needs Monitoring Unit in Ukraine. The RM would manage humanitarian needs assessments to assist in response prioritisation.**

**Department:** REACH  
**Position:** Research Manager  
**Contract duration:** 12 months  
**Location:** Ukraine, Kyiv  
**Starting Date:** January 1<sup>st</sup> 2024 (earlier possible upon request of candidate)

## COUNTRY PROFILE

Following the escalation of the conflict in Ukraine on February 24th, 2022, military hostilities have caused widespread damage to infrastructure and houses, hundreds of civilian deaths, disrupted markets and essential services, and precipitated massive displacement within Ukraine and into neighbouring countries. Present in Ukraine since 2014, IMPACT is working across the country to provide humanitarian actors with rigorous data and in-depth analysis to ensure aid interventions are timely, appropriate, and relevant.

The Humanitarian Needs Monitoring Unit (HNMU) gathers information on the severity and type of humanitarian needs experienced across Ukraine. The unit currently houses REACH's national Multi-Sector Needs Assessment (MSNA), Humanitarian Situation Monitoring (HSM) initiative, and Joint Market Monitoring Initiative (JMMI), as well as an initiative to provide dedicated operationally-focused analysis for two large donor-funded consortiums. Collectively, these research cycles aim to identify and monitor the evolving needs for households and communities across the country to support senior-level strategic decision making, programmatic planning, and advocacy efforts. The unit is currently comprised of 15 full time staff.

## FUNCTIONS

IMPACT is seeking an experienced candidate to oversee the development and management of our HNMU, the smooth completion of Research Cycles (RCs) under the unit, and promotion of knowledge created through these research cycles. The ideal candidate has previously managed teams and implemented projects in a complex humanitarian setting. The candidate should be comfortable discussing qualitative and quantitative methods, extracting and explaining key findings, representing IMPACT with donors, and be able to coordinate and consult with a range of senior external partners.

The overall objective of the RM will be to ensure the smooth running of the HNMU. Under the authority of the IMPACT Country Representative (CR) and supervision of the IMPACT Deputy Country Coordinator (DCC), the RM will be responsible for overseeing all research cycles under the HNMU. S/he will be responsible for ensuring unit teams have the information and skills to complete the various work streams of the Unit, and proactively identifying areas for capacity building and training as required. The RM will manage team planning, research-related coordination and procurement, administration, HR, logistics, partner coordination, reporting, grants management, and finance. The RM is accountable for the quality and timeliness of the research output from the HNMU.

## RESPONSIBILITIES

### 1. STAFF MANAGEMENT

The RM is responsible for managing the HNMU team, ensuring that all staff have the required support and resources to enable them to complete their jobs. This will include the management of three to four (Senior) Assessment Officers, Database Officers, or GIS Officers, and the provision of guidance/leadership to team members on research processes, guidelines, and methodological approaches. Management responsibilities will include line-management of the team leads for the MSNA, HSM, JMML, and data teams.

#### **Objective 1.1: Provide line management, oversight, and capacity building to senior members of the HNMU**

- Provide day-to-day management of Assessment, Data and GIS staff in the HNMU, including the development of work plans and performance indicators, and development and implementation of capacity training plans to improve efficiency and performance; this includes:
  - Empowering focal points to take personal responsibility for their RCs, and proactively identifying areas where they lack the capacity to work independently. Resolving these issues by developing training plans, and supporting focal points in capacity building junior staff;
  - Supporting project focal points as line-managers in developing strong and healthy teams, and maintaining staff welfare.
- Conduct regular check-ins with staff within the units, and promote team building, productivity, and staff welfare as the main focal point for HNMU staff.
- Take on additional work streams and management responsibilities as required, in coordination with the other RMs and the Ukraine Senior Management Team (SMT).

## 2. EXTERNAL ENGAGEMENT

The RM is the primary focal point for external stakeholders on the HNMU (including UN agencies, local and national government, and NGOs). They are responsible for developing Unit engagement and dissemination plans. They may delegate representation responsibilities to (S)AOs, although they have primary responsibility for developing the key messaging for the unit across research cycles, with input from the CR / DCC.

### **Objective 2.1: Represent the HNMU and its work internally and externally, with the support of the CR / DCC**

- Represent REACH in cluster and multi-sector meetings/technical working groups in country and follow up on information needs identified in these forums to ensure evidence is provided to support decision making.
- In coordination with the CR / DCC, ensure that relevant partners are consulted and involved at all stages of research cycle, that research findings are presented to relevant partners to enhance their use and impact, and that external communications with partners and key stakeholders are documented as appropriate.
- Support the IMPACT CR / DCC in external engagement on REACH/IMPACT strategy or (as requested) for fundraising and grants management.

### **Objective 2.2 Disseminate research findings to ensure that information products are understood and integrated into key planning and decision making processes**

- Familiarize self with, and train staff on, IMPACT dissemination guidelines and donor/stakeholder visibility guidelines.
- Under the direction of the CR / DCC, and in coordination with the Communications and Translation Team Lead, engage in the dissemination of research products, including through articles, IMPACT social media contents, targeted e-mails, coordination body presentations, and bilateral meetings, in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs.

## 3. MANAGEMENT OF RESEARCH CYCLES

The RM is responsible for ensuring the HNMU team has the knowledge, resources and skills required to complete their research cycles, to flag where additional resources may be needed/adjustments made and monitor the quality/timeliness of the research process.

### **Objective 3.1: Ensure that research cycles in the HNMU are implemented to a high standard and in line with the required processes and procedures**

- Familiarize self with, and train staff on, IMPACT research cycle guidelines and IMPACT/ACTED support department (logistics, finance, HR) processes that are relevant to the running of projects.
- Work closely with the Operations Manager to ensure logistics, financial, administration, security and HR processes directly related to REACH are appropriately implemented, alongside the relevant ACTED departments.
- Ensure that all (S)AOs understand the objectives and expected outputs of research cycles, and that the overall implementation strategy of each activity is clearly understood.
- Maintain regular communication with IMPACT HQ on progress and deadlines for written products.

- Work with the unit members to ensure timely delivery of research outputs.
- Ensure planned activities fit within the project timeframe and budget, and are feasible given the available resources, or proactively identify resourcing gaps (HR, data collection capacity) and develop strategies for managing these limitations.
- Work with the (S)AOs to develop and monitor detailed workplans. Ensure regular situation updates on progress are produced and circulated to relevant REACH, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process.
- In coordination with the ACTED security department, monitor the security situation on the ground and conduct regular check-ins with staff in the field.

**Objective 3.2: Oversee knowledge management processes to ensure lessons are documented and implemented**

- Support the CR / DCC to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines.
- Ensure that lessons learned are gathered and documented at the end of each research cycle.
- Share lessons and evaluation outcomes with DCC / other units / HQ.
- Ensure that relevant lessons learned from previous assessments are reviewed and considered during the development of new RCs in the HNMU.

**Objective 3.3: Facilitate conditions for producing high quality outputs from RC within the HNMU**

- Familiarize self with, and train staff on, IMPACT research quality guidelines and check that these guidelines are followed.
- Train staff in research methods, quality standards, data analysis, and drafting for an audience.
- Ensure that all assessments are planned in-line with relevant project and programme objectives and with REACH RC and other relevant guidelines.
- For each assessment, review enumerator training plans, review and/or participate in data collection monitoring activities, and review research outputs to ensure that they comply with IMPACT's guidelines and quality standards.
- Be available to provide regular assessment support and technical backstopping.

#### 4. STRATEGY DEVELOPMENT AND IMPLEMENTATION

The RM is responsible for developing and monitoring the HNMU strategy. As part of this the RM will maintain an understanding of the Country Strategic Plan, the Ukraine context, key discussions within the humanitarian response in Ukraine, and other ongoing research initiatives (internal and external) related to inter-sectoral needs. As a member of the SMT, s/he will further contribute to the strategic development of REACH in Ukraine.

**Objective 4.1: Provide strategic leadership for the HNMU, with the support of the DCC**

- Identify relevant information gaps in line with humanitarian priorities and develop advocacy and dissemination strategies to strengthen the impact of IMPACT's work.
- Lead on formalising synergies with other assessment and knowledge management actors, as well as strategic partnerships with key humanitarian stakeholders and decision makers.
- As a member of the SMT, contribute to the development and implementation of the REACH Ukraine

- country strategy and the overall direction and day to day running of the mission.
- Review dissemination strategies to strengthen the impact of HNMU assessments.
- Lead the development and monitoring of the HNMU research direction and strategic mission decision-making as a member of the SMT.

## 5. PROJECT DEVELOPMENT AND GRANTS MANAGEMENT

The RM is responsible for providing input into calls for proposal and grant related documents. This includes identifying information gaps, discussing methods and feasibility for addressing these gaps with relevant stakeholders, and assessing the cost of proposed plans. They will also be responsible for drafting narrative descriptions and activity budgets.

### Objective 5.1: Provide inputs for grant writing and management for the HNMU

- Work with the Project Development (PD) officer and DCC to identify project and funding opportunities.
- Provide input or draft sections for grant or tender submissions.
- Regularly review project progress against objectives and budget.
- Flag bottlenecks, financial risks and other issues facing completion with PD/DCC.
- Provide input for interim and final reporting.

## 6. ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES

The RM is responsible for ensuring that all interactions with Ukrainian communities are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about IMPACT programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every IMPACT staff member.

## 7. CONFIDENTIALITY AND DATA PROTECTION

The RM 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 management role in a humanitarian context. Excellent management, coordination, organisational and planning skills required, including an ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through multi-tasking and prioritisation;

- ❖ **Years of work experience** 3 years of relevant working experience in a humanitarian setting, such as program management, evaluation, and assessments;
- ❖ **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;
- ❖ **Research skills:** Excellent research and analytical skills. Experience in assessments, M&E, field research, or evaluations;
- ❖ **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 the Ukraine response (Ukraine or neighbouring countries) is desirable;
- ❖ **Language skills** Fluency in English is required, competency in Ukrainian or Russian is an asset; and
- ❖ **Security environment** Proven ability to operate in a complex and challenging security environment is required.

## CONDITIONS

- ❖ For this position, salary between 3'300 CHF and 3'480 CHF monthly (before income tax), etc as well as a monthly living allowance of 300 USD *NB - IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education of staff. A location-dependent security and/or isolation adjustment is then applied as a recognition that some staff are required to work in difficult places where living and working conditions are much more difficult than elsewhere.*
- ❖ Accommodation and food provided in the 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
- ❖ 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.