

Terms of Reference

REACH YEMEN - RESEARCH MANAGER

(Reference: 24|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 team in Yemen.

Department:	REACH Yemen
Supervisor:	Country Representative
Position:	Research Manager
Contract duration:	12 months
Location:	Amman (Jordan), with planned regular travels to Yemen
Starting Date:	1 May 2024

COUNTRY PROFILE

Nine years since the escalation of the current conflict has created high humanitarian needs in Yemen with 18.2 million people in need of humanitarian assistance. Severe deterioration of economic conditions, extensive damaged civilian infrastructure and the collapse of basic services are key drivers of large-scale vulnerabilities and needs countrywide. Approximately 17.6 million people in Yemen are likely to be severely food insecure in 2024, not necessarily because food is unavailable, but because they cannot afford to purchase it. 15% of Yemen's population are displaced, most of whom have been displaced multiple times over a number of years, with about 1.5 Mio IDPs living across 2,400+ IDP sites. Overall, 80% of the population live below the poverty

line. In late 2023, Yemen faced another cholera outbreak, with outbreaks exacerbated by crumbling WASH infrastructure. Also, 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 Camp Coordination and Camp Management (CCCM) Cluster, the Water, Sanitation and Hygiene (WASH) Cluster, the Cash and Markets Working Group (CMWG), as well as the Information Management and Assessment and Working Group (IMAWG) and Shelter Cluster. The REACH team – based remotely in Amman – provides systemic assessment and IM support to the response through indicator review, tool design, coordination of national and localized 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

REACH Yemen is currently recruiting for a Research Manager (RM) to, under the supervision of and in collaboration with the REACH Country Representative, oversee the program and staff of REACH's Early Recovery (ER) Unit. The ER unit includes two teams, namely the CCCM team and Cash & Markets team.

- ❖ The CCCM team is working on national IDP site monitoring systems, durable solution assessments and provide support to the yearly HPC to support the CCCM Cluster and partners in planning the response. As part of the CCCM portfolio, the team also works on assessing hazards (i.e. flooding, fire) in IDP sites.
- ❖ The Cash team is working on nationwide market and price monitoring through the JMMI, provide ad hoc support to the CMWG (i.e. analysis of PDM data, MEB analysis, etc.) as well as conduct localized market-based assessments.

Within his/her Unit, 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. The role will involve oversight of all REACH Yemen research cycles (projects), line management of and project management support to all focal points of REACH Yemen's ER unit, human resource management, external engagement, response coordination structure, and identification of information management gaps within the humanitarian response. As part of the country's Senior Management Team (SMT), she/he contributes to the development and implementation of IMPACT's country strategy, and promotes organizational vision and core values across the mission.

In his/her mission, the Research Manager will be hosted by ACTED and will fall under the direct responsibility and management of ACTED's Country Director and his/her delegates for all Administrative, Security, Logistics and Finance issues. S/he will therefore fully abide by ACTED's Security, HR, Administration and Logistics rules and regulations, and, in coordination with ACTED, will ensure IMPACT staff in his/her unit abide by them. The position will be based in Amman, Jordan with planned regular travel to Yemen.

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 CC, the RM 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 a Unit Strategy in alignment with country and global priorities, and fully integrated into country strategy; take a lead role in identifying strategic opportunities for strengthening IMPACT's work in the country within the scope of his/her unit; in particular:

- Consolidate and strengthen ongoing programming and operations within Unit;
- Ensure Unit's activities are relevant and have a measurable impact on the aid/humanitarian response;
- Identify new programs and approaches in which the Unit can add value to the aid/humanitarian response;
- Follow up on opportunities for the Unit's program development and strengthening of interventions ;
- In coordination with CR, identify funding opportunities to consolidate, strengthen and/or expand the Unit's programs;

3. Ensure team members within the Unit are aware of the Unit 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 and with the Unit/Country strategy
- 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 all assigned assessment throughout the research cycle. Ensure that delays or identified challenges for specific assessments are reported to the CC and HQ research department in a timely manner
- Ensure relevant stakeholders and partners are engaged in assessment 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 Country Representative, 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 Unit's work and ongoing assessment 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 and through meaningful techniques;
- 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 CC or IMPACT HQ for validation;
- Ensure that all written products are validated by IMPACT HQ before external release;
- Provide research backstopping to teams within the unit, if needed.

KNOWLEDGE SHARING AND LEARNING PROCESS

- Provide ad hoc capacity building to teams to ensure proper implementation of research (i.e. research design, analysis, output production, lessons learned);
- Ensure the development and application of a M&E system/plan for each program within Unit, in line with IMPACT's M&E guidelines;
- Lead on internal and external program evaluations as necessary and ensure the execution of baseline, periodic, and final evaluations as necessary;
- Ensure learning by the Unit 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 at unit level, with country SMT and (as relevant) with Global Units and Communities of Practice
- Deliver and participates in inter-agency, multi-stakeholders knowledge sharing / lessons learned exercise.

PROJECT CYCLE MANAGEMENT

Project and Grants Management

- Management of relevant all Project / Grant cycles within his/her Unit (in coordination with CC)
- Follow up on internal project cycle management processes (Kick-off/end meetings, Project Factsheets, etc), as well as external reporting requirements to donors
- Monitor output achievement, cash burn rates and ensure a time completion of projects through review of BFUs, Project factsheet, and project reports;
- Ensure that contractual obligations are met in terms of deliverables as well as narrative and financial reporting requirements, in close coordination with CC, and (as relevant) with ACTED PD and finance departments;
- Ensure contractual monitoring and evaluation indicators are identified and tracked in a timely manner;
- Provide ad-hoc support to project implementation through trouble shooting and eliminating blocking points;

Finance Management

- Anticipate financial risks and gaps in funding;
- Control project budgets within Units to avoid under/over spending, in link with CC and (as relevant) IMPACT and ACTED finance;
- Ensure accurate and timely financial reporting, in link with CC and (as relevant) IMPACT and ACTED finance;
- Ensure accurate budget expenditure tracking and forecasting, in link with CC and (as relevant) with IMPACT and ACTED finance;

Asset and IT Management

- Ensure proper asset management;
- Ensure proper IT systems, data back-up and protection from malware;
- Ensure sufficient and reliable means of communication;
- Regularly link with and report to IMPACT HQ hub and (as relevant) ACTED logistics and IT departments;
- Ensure use of country server for secure storage and sharing of internal documentation.

TEAM MANAGEMENT AND LEADERSHIP

Leadership

- Provide leadership within their unit as well as within the country Senior Management Team
- Transmit IMPACT's values and vision, and their declination within his/her unit.

Staff Management

- Ensure that staff within his/her unit understand and are able to perform their roles and responsibilities;
- Ensure that all staff within Unit have clear and regularly updated TORs, workplans and Key performance Indicators against which their performance will be appraised;
- 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 Unit;
- Ensure regular update with CC about staff potential, career management, training opportunities, contractual issues, difficulties faced with or expressed by field-based staff;
- Ensure communication and linkage with CC and (when relevant) HQ HR is made immediately in case of HR problem by Unit member;
- Ensure all staff in Unit receive an appropriate introduction and training upon arrival/hiring;
- Ensure that all staff in unit receive regular training on IMPACT's code of conduct and policies.

Administration and HR management

- In support of the CC, contribute to transparent and timely identification and recruitment staff working in the Unit;
- In coordination with CC and (for national staff, when relevant) ACTED country HR, proactively adapt the staffing structure for the Unit to needs and funding;
- Develop and update country Unit organogram and staff recruitment plan, in line with the needs of unit strategy and existing budgetary and programme requirements;
- Ensure regular performance appraisal and career management of all staff in Unit;
- Ensure timely and accurate HR reporting, including attendance sheets, leave plans, as well as exit forms for departing staff.

INTERNAL COORDINATION AND COMMUNICATION

Internal communication

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

Coordination with ACTED – valid in all countries where IMPACT teams are hosted by ACTED

- Ensure regular coordination with ACTED's Project Development, Finance and other FLAT departments at all stages of development and implementation of the Unit's 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;
- Regularly links with ACTED administration and finance to plan movement, travel and in relation to the Unit's staff;
- Immediately inform and coordinates with CC/CR and ACTED CD should any IMPACT staff, as well as staff working under IMPACT supervision, not respect ACTED regulations, especially in terms of security.

INFLUENCING - EXTERNAL ENGAGEMENT

Research-related external engagement, product dissemination and evaluation

- In coordination with the Country Representative, 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 Country Representative, 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 Country Representative 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 Unit staff
- Under the guidance of the CC, leads the development of content and information for country level advocacy
- Development strategic partnerships with key humanitarian stakeholders and decision makers
- Communications and consultation with CC and other SMT members, including sharing relevant information and ensuring efficient and productive links with SMT
- Ensure coordinated and positive interactions between Unit and ACTED staff

Project Development

- Support the IMPACT Country Representative 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 Country Representative, in line with the Unit and Country Strategies.

REQUIREMENTS

- ❖ **Academic background** Excellent academic qualifications, including a Master's degree in a relevant discipline (International Relations, Political Sciences, Migration studies, Economics, Development Studies, or similar).
- ❖ **Management experience** Previous experience in a management role of at least three people in an INGO at field level. Proven track record in successful management of both 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 with knowledge of humanitarian needs assessments
- ❖ **Software skills:** Proven knowledge of the Microsoft Office Suite, to include Word, Excel, and PowerPoint
- ❖ **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;
- ❖ **Language skills** Fluency in English (written and spoken)
- ❖ **Security environment** Ability to operate in a complex and challenging security environment

DESIRABLE

- ❖ **Experience in geographical region** Good understanding of or work experience in Yemen or the Middle East
- ❖ **Research/programmatic knowledge** Experience in M&E, field research, evaluations an asset.
 - Research or programmatic knowledge of CCCM, Displacement and Durable Solutions
 - Research or programmatic knowledge of market and price monitoring, cash assistance and economic analysis
 - Research or programmatic knowledge of (flood) hazard or climatic analysis (in collaboration with GIS staff)
- ❖ **Language skills** Working knowledge of Arabic
- ❖ **Software skills** Familiarity with R/Python, InDesign, PowerBi, and ArcGIS an asset.

COMPENSATION AND BENEFITS

For this position, salary between **2'900 CHF and 3'120 CHF monthly (before income tax)**, 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 in a guesthouse and food allowance OR contribution to a housing allowance of up to 75% of country-specific benchmark.
- Enrolment in Swiss private pension fund (Swisslife – approx. 9.975% of staff gross salary), health insurance, life insurance and repatriation assistance
- On a case-by-case basis, accompanied status and relevant benefits can apply (health insurance and flight tickets for dependents, education allowance for children)
- Flight tickets every 6 months & visa fees covered (in-country travel costs and professional expenses are fully covered)
- 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;
- Enrolment in IMPACT Initiatives Research Foundational Learning Programme within the first 3 months from the start of contract.
- 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