

RESEARCH MANAGER HUMANITARIAN SITUATION MONITORING (HSM)

(Reference: 24|SYR|RM02)

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 HSM team in Jordan.

Department:	REACH
Position:	Research Manager
Contract duration:	12 months
Location:	Amman (with possible travel to Damascus)
Starting Date:	January 2025

COUNTRY PROFILE

After more than a decade of conflict, as of December 2024, Syria is entering a new phase. Conditions in Syria remain volatile, marked by ongoing tensions/conflict in parts of the country, fluctuations in markets conditions, socioeconomic deterioration and ongoing drought. Evidence-based planning and programming remains paramount to ensure that humanitarian efforts and recovery response adequately meet the needs of the most vulnerable people and is tailored to different realities across communities. REACH has been conducting assessments on the humanitarian situation in Syria since 2013 and has since grown significantly as an information management 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.

FUNCTIONS

Under the management of the Deputy Country Coordinator (DCC), the Research Manager oversees the programs and staff within the HSM unit. Within his/her unit, the Research Manager leads the HSM team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring compliance to IMPACT's guidelines and standards. As part of the country's Senior Management team, 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.

RESPONSIBILITIES

The Research Manager responsibilities include the following:

STRATEGY DEVELOPMENT & IMPLEMENTATION

- Context analysis: With a specific attention on his/her unit's technical, programmatic and institutional focus, and in coordination with the DCC, 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.
- Develop and oversee the implementation of a unit Strategy in alignment with country and global priorities, and integrated into country strategy; including:
 - Consolidate and strengthen ongoing programming and operations within the unit;
 - Ensure the unit's activities are relevant;
 - Identify new programs and approaches in which the unit can add value to the aid/humanitarian response.

RESEARCH PLANNING AND IMPLEMENTATION

- Ensure that all research is planned in line with relevant project and program objectives and with the unit/country strategy and keep track of progress and delays;
- Ensure that all research complies with IMPACT's HQ Research Department and other relevant guidelines;
- Ensure relevant stakeholders and partners are engaged in assessment design and planning;
- 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 department;
- Ensure that meaningful techniques are used to analyse the data collected;
- Review all products before they are sent to IMPACT HQ for validation;

KNOWLEDGE SHARING AND LEARNING PROCESS

- Ensure the development and application of an M&E system/plan for each program within unit, in line with IMPACT's M&E guidelines;
- Share and consolidate knowledge at the unit level, with country SMT and (as relevant) with global units and Communities of Practice.

PROJECT CYCLE MANAGEMENT

- Management of relevant all ProjecUGrant cycles within his/her unit (in coordination with DCC);
- Control project budgets within units to avoid under/over-spending, in coordination with DCC;
- Ensure accurate and timely financial reporting and budget expenditure, in coordination with DCC;
- Ensure proper asset management.

TEAM MANAGEMENT AND 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;
- Ensure that staff within his/her unit understand and are able to perform their roles and responsibilities;
- Mentor and support the unit team to build capacities, and improve efficiency and performance;
- In support of the DCC, contribute to transparent and timely identification and recruitment staff working in the unit.

INTERNAL COORDINATION AND 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 DCC.

INFLUENCING - EXTERNAL ENGAGEMENT

- Research-related external engagement, product dissemination and evaluation;
- In coordination with the DCC, ensure that relevant partners are consulted and involved at all stages of research;
- Ensure that external engagement and output dissemination with partners and key stakeholders;
- Develop proposals, concept notes, and budget in close coordination with the IMPACT Country Coordinator, in line with the unit and country strategies.

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 INGO. 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 3 years of relevant working experience or proven progression within IMPACT;
- **Research skills:** Excellent research and analytical skill. Experience in assessments, M&E, field research, evaluations an asset;
- **Software skills:** Familiarity with statistical analysis software an asset;
- **Multi-tasking skills:** Ability to multitask with tight deadlines, on numerous research cycles in a 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 with the Syria context is desirable;
- **Language skills:** Fluency in English required, competency in Arabic an asset

COMPENSATION

- For this position, salary between **3'200 CHF and 3'360 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 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)
- 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.