

Terms of Reference

MULTI-COUNTRY REPRESENTATIVE - AMMAN

(Reference: 26|MENA|MCR01)

BACKGROUND ON IMPACT INITIATIVES

[IMPACT Initiatives](#) is a humanitarian NGO based in Geneva, Switzerland. The organization supports evidence-based decision-making for humanitarian and development programming through data collection, analysis, and dissemination.

IMPACT is the implementing partner of REACH, a multi-agency initiative created in 2010 that supports humanitarian actors to improve planning and decision-making through in-depth, reliable information and analysis. All of IMPACT's programs are implemented in support of humanitarian coordination structures.

IMPACT's team comprises specialists in data collection, management, and analysis, as well as experts in humanitarian response, GIS, and remote sensing.

We are currently looking for a Multi-Country Representative (MCR) to oversee integrated missions and lead regional engagement in the Middle East and North Africa (MENA).

Position:	Multi-Country Representative (MCR)
Contract duration:	24 months (100%)
Location:	Amman, Jordan
Starting Date:	ASAP

REGIONAL PROFILE

In 2025, IMPACT opened a Regional Hub in Amman, Jordan. This office hosts integrated missions across MENA, including country-based or remote programmes that are not sustainable as fully independent missions. The office also hosts regional and support teams.

As of June 2026, IMPACT has two *independent* missions in MENA (OPT and Syria) and three *integrated* missions (Yemen, Lebanon, and Libya).

FUNCTIONS

Under the supervision of the IMPACT Regional Coordinator for MENA and Asia, the MCR leads and manages the Multi-Country Office and the regional Hub in Amman. Key functions include:

- **Mission management:** Oversee and lead program teams assigned to or shared across *integrated* missions in MENA (currently Yemen, Lebanon, and Libya).

- **Regional representation and fundraising:** Represent IMPACT with regional stakeholders, lead regional fundraising efforts, and build partnerships outside of *independent* missions.
- **Office and Hub set-up, and operations:** Lead the setup and structure of the Amman Multi-County Office and Hub to host and facilitate regional administrative, operational and programmatic support tailored to regional needs.

RESPONSIBILITIES

1. Team management

- **Direct oversight:** Provide leadership and management to *integrated* mission teams as well as pooled and/or dedicated regional programme staff.¹ Establish team structures that can deliver outside *independent* missions, in line with IMPACT guidance.
- **Regional hosting:** Host regional admin/operations teams and (if needed) de-localized global staff, who remain functionally managed by HQ. Host mission-aligned staff, who cannot be based in their *independent* mission, due to operational / access constraints.
- **Collaborative support:** Work in close collaboration with *independent* missions in the region, while regalian functions and line management responsibilities for *independent* missions remain centralized at HQ.

2. Office development and operational oversight

- **Multi-country office set-up:** Design and implement an efficient administrative and logistical system for the office, aligning it with IMPACT's global standards.
- **Risk management:** Ensure effective risk management, including security, financial, and operational risks, implementing mitigation strategies in collaboration with HQ.
- **Legal and compliance:** Where relevant, lead IMPACT's registration process and ensure the office's compliance with local laws, managing admin or legal challenges.

3. Representation and external engagement

- **Regional representation:** Act as IMPACT's representative with regional and *integrated* mission stakeholders, including donors, UN agencies, and local partners covering MENA. Remain informed on *independent* mission priorities to support regional donor engagement when relevant.
- **Partnership development:** Build partnerships across the region (i.e., MENA), with a focus on forming robust, sustainable alliances with organizations that can facilitate IMPACT's research and programmes, beyond established country missions.
- **Context awareness:** Maintain a strategic understanding of regional trends, needs, and opportunities, and coordinate with HQ and *independent* missions in MENA as well to leverage this knowledge for advocacy and to influence relevant decision-making.

4. Strategy and program development

- **Strategy development:** In coordination with IMPACT HQ, develop a comprehensive regional strategic framework for MENA, defining the vision and priorities for IMPACT's

¹ No regional staff as of March 2026, with the potential of some regional roles to be created in Q3/4 of 2026.

activities and coverage across the region, beyond existing country missions, as well as for *integrated* country missions, as appropriate.

- **Programme strategy implementation:** Lead team(s) on the development of regional and *integrated* mission programmes, aligned with IMPACT's regional strategy and continuous contextual analysis.
- **Quality and standards:** Ensure IMPACT's standards are upheld in all regional and *integrated* mission activities, including global research quality and ethical benchmarks.

5. Fundraising and financial sustainability

- **Donor engagement:** Lead fundraising efforts, engaging with donors and cultivating relationships to secure funding for *integrated* missions and regional programmes.
- **Funding submissions:** In coordination with the Regional Projects and Partnerships Manager (PPM), oversee and contribute to the development and submission of relevant project proposals, concept notes, and donor reports.
- **Financial accountability:** Collaborate with Regional Finance Control Manager (FCM), to oversee budget management, financial forecasting, and reporting to ensure sustainable financial practices of the multi-country office and *integrated* missions.

REQUIREMENTS

- ❖ Work experience: Minimum 6 years of relevant experience in humanitarian settings, including experience leading and managing teams.
- ❖ Academic qualifications: Master's degree or equivalent in a relevant discipline (e.g., humanitarian affairs, development studies, social sciences, political science, etc.).
- ❖ Demonstrated ability to lead multi-disciplinary teams and manage complex workflows.
- ❖ Capacity to work in a cross-cultural, fast-paced environment with tight deadlines.
- ❖ Detailed understanding of the humanitarian coordination system, and donor and governmental requirements.
- ❖ Experience in external engagement and advocacy with donors, UN, and other humanitarian and development stakeholders.
- ❖ Excellent writing and communication skills, including experience producing briefs and presenting to high level stakeholders.
- ❖ Fluency in English required; additional languages (e.g., French, Arabic) an asset.

COMPENSATION & BENEFITS

- For this position, salary between 4'860 CHF and 4'920 CHF monthly (before income tax), etc as well as a monthly living allowance of 500 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.