

Country Representative for OPT

Based in Amman, Jordan

(Reference: 26|OPT|CR01)

What is IMPACT Initiatives?

OUR AIM: IMPACT aims to shape practices and influence policies in humanitarian and development settings, in order to positively impact the lives of people and their communities.

Created in 2010, IMPACT is a Geneva-based NGO and the largest independent data provider in contexts of crisis. We aim to support a range of stakeholders in making better, more informed decisions in humanitarian, stabilisation, and development settings. We believe that a key pathway to better planning and decision-making is direct engagement with local communities.

How do we work?

IMPACT takes an initiative-based approach to structuring our programming. Each initiative has a specific aim, operational model, and portfolio of solutions.

REACH strengthens evidence-based humanitarian decision-making through efficient data collection, management, and analysis - before, during, and after an emergency.

PANDA improves the impact of humanitarian and development interventions through programme design, assessments, and monitoring & evaluation.

AGORA promotes localised and multi-sectoral aid action in support of the recovery and stabilisation of crisis-affected communities, in partnership with local stakeholders

Through our global team of research specialists, on average IMPACT publishes more than 1,700 information products on a yearly basis.

In 2010, IMPACT was launched at the initiative of ACTED, an international NGO whose headquarters are based in Paris and is present in thirty countries. The two organizations have a strong complementarity formalized in a global partnership, which particularly allows IMPACT to benefit from ACTED's operational support in its fields of intervention.

We are currently looking for a Country Representative to lead our OPT mission, based in Amman

Position	Country Representative
Contract duration	24 months
Location	Amman, Jordan, with travel
Starting Date	November 2026
Application Deadline	30 September 2026

COUNTRY PROFILE

The occupied Palestinian territories (oPt) is one of the most complex and rapidly evolving humanitarian contexts globally. In the Gaza Strip, prolonged hostilities have resulted in mass displacement, widespread destruction of civilian infrastructure, severe disruption of basic services, and acute humanitarian needs across the population. Access to food, water, healthcare, shelter and other essential services remains heavily constrained, while access restrictions and a highly volatile operating environment continue to pose major challenges for the humanitarian response.

In the West Bank, including East Jerusalem, the humanitarian situation has also deteriorated significantly. Increased military operations, settler violence, demolitions, displacement and movement restrictions have heightened protection risks and affected people's access to livelihoods and essential services. Large-scale displacement in the northern West Bank, alongside growing pressures on communities in Area C, has further increased humanitarian needs. The fragmentation of the territory and complex access environment also create significant challenges for humanitarian actors.

The scale and pace of change across oPt place significant demands on the humanitarian response, particularly in maintaining a clear and up-to-date understanding of evolving needs and priorities. IMPACT Initiatives contributes to these efforts by supporting humanitarian partners and coordination structures with evidence to inform strategic and operational decision-making.

The oPt mission offers a particularly dynamic environment for a Country Representative, combining strategic leadership, external engagement and team management with the challenge of navigating a fast-changing humanitarian and operational context

FUNCTIONS

Under the management of IMPACT's Regional Coordinator in Geneva, the Country Representative is responsible for representing IMPACT and managing and developing IMPACT's programmes in OPT. S/he

leads the IMPACT team to achieve program excellence and ensure the highest level of impact and accountability, while ensuring compliance to IMPACT guidelines, policies and standards across the mission. The CR is in regular contact with HQ, ensuring that organizational risks are promptly and clearly communicated to the Regional Coordinator and other relevant HQ Senior Management. S/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. In his/her mission, the Country Representative will be hosted by Acted and will fall under the direct responsibility and management of Acted's Country Director for all Administrative, Security, Logistics and Finance issues.

RESPONSIBILITIES

The Country Representative responsibilities include the following:

STRATEGY DEVELOPMENT & IMPLEMENTATION

- Provide overall strategic leadership to the IMPACT OPT mission, guiding the Senior Management Team to develop, maintain, and deliver a clear and forward-looking Country Strategy aligned with contextual dynamics, organisational priorities, and stakeholder needs.
- Translate IMPACT's global objectives into coherent, realistic, and impactful portfolios of work across regions and technical areas, ensuring alignment and shared ownership across teams.
- Continuously assess the evolving context, identifying strategic opportunities to strengthen IMPACT's relevance, analytical coverage, and influence, including in under-assessed or emerging priority areas.

PROGRAMME & PROJECT MANAGEMENT

- Provide strategic oversight of IMPACT's research, assessments, and analysis portfolio in Nigeria, ensuring high-quality, timely, and methodologically sound outputs
- Guide programme teams to ensure effective planning, coordination, and delivery of projects in line with approved strategies, donor requirements, and IMPACT standards.
- Ensure strong learning, adaptation, and use of evidence across programmes, promoting outcome-oriented approaches and practical uptake by decision-makers.

FUNDRAISING & DONOR ENGAGEMENT

- Lead and support the identification of funding opportunities aligned with the OPT Country Strategy, in close coordination with IMPACT HQ.
- Oversee the development of high-quality proposals and concept notes, ensuring strategic coherence, analytical ambition, and feasibility.
- Develop and maintain constructive, trust-based relationships with donors, promoting regular exchange around evidence, priorities, and lessons learned

FINANCE AND BUDGET OVERSIGHT

- Ensure sound financial oversight across the mission, including budgeting, forecasting, and financial reporting, in close coordination with HQ Finance.
- Proactively identify financial risks and support mitigation measures to ensure efficient and responsible use of resources in support of strategic objectives

OPERATIONS

- Ensure that appropriate operational structures and processes are in place to facilitate effective programme delivery.
- In coordination with Acted and relevant partners, support the implementation of security management and contingency planning, ensuring duty of care and staff safety are prioritised.

HUMAN RESOURCES & TEAM LEADERSHIP

- Provide leadership and direction to the IMPACT OPT team, fostering a collaborative, inclusive, and performance-oriented working culture.
- Support staff development, capacity building, and career progression, ensuring clear roles, accountability, and alignment with organisational values.
- Serve as line manager to senior programme staff, providing guidance on strategy, implementation, and people management.

REPRESENTATION & COORDINATION

- Represent IMPACT in key coordination, analytical, and decision-making fora, ensuring the organisation's evidence and perspectives inform humanitarian and development responses in OPT.
- Strengthen engagement with UN agencies, NGOs, donors, and research partners, positioning IMPACT as a credible and trusted provider of analysis.

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 qualifications:** Excellent academic qualifications, including a Master's degree in a relevant discipline (International Relations, Political Sciences, Social Research, Development Studies, or similar).
- **Management experience:** Previous experience in a senior management role in an INGO at field level. Track record in successful management of international and national teams in humanitarian contexts.
- **Familiarity with 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 7 years of relevant working experience. Any previous experience in OPT would be an asset.
- **Research skills:** Experience in assessments. M&E, field research, evaluations an asset.
- **Multi-tasking skills:** Ability to multitask with tight deadlines 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.
- **Language skills:** Fluency in English required.
- **Security environment:** Ability to operate in a complex and challenging security environment.

COMPENSATION AND BENEFITS

- For this position, salary between 4'860CHF 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 hardship 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.