Senior Operations Manager

(Reference: 26|SDN|SOPM02)

BACKGROUND ON IMPACT

Created in 2010, IMPACT is a Geneva-based NGO and the largest independent data provider in contexts of crisis. IMPACT aims to support a range of stakeholders in making better, more informed decisions in humanitarian, stabilization, and development settings. Through our team of assessment, data, geospatial, and thematic specialists, IMPACT promotes the design of people-centred research and set standards for collecting and analysing rigorous, high quality data in complex environments. Over the past 15 years, IMPACT has been growing in size and geographic reach to become one of the largest humanitarian research agencies in the humanitarian sector.

IMPACT's teams implement assessment, monitoring, evaluation, and organisational capacity-building programmes in direct partnership with aid actors. IMPACT's team is composed of over 200 full-time international experts as well as a roster of consultants, who are currently implementing over 50 programmes in over 30 countries across Africa, Middle East and North Africa, Central and South-east Asia, and Eastern Europe.

We are currently looking for an Operations Manager for the Sudan mission

Position: Senior Operations Manager

Contract duration: 6 months

Starting Date: ASAP

Location: Sudan, Roving

COUNTRY PROFILE

Clashes between the Sudanese Armed Forces (SAF) and the Rapid Support Forces (RSF) erupted in Khartoum on 15 April 2023 and spread quickly across the country. Civilians have fled areas affected by fighting in large numbers, including to Chad, Egypt and South Sudan. Prices of food, fuel and other basic goods have skyrocketed skyrocketing, making critical goods unaffordable for many people. Half of Sudan's population are in need of humanitarian assistance, and the country is on the verge of a catastrophic hunger crisis. Humanitarian organizations are racing to respond to the most pressing needs wherever and whenever feasible, with access issues complicating the ability of actors to respond. In this fast-evolving context, IMPACT Initiatives is working to inform the emergency response to enable effective prioritization with scarce resources.

POSITION PROFILE

This is not a traditional Operations Role.

The Senior Operations Manager will establish and position IMPACT's field presence in Sudan, focusing on building strong relationships with partners and stakeholders on the ground, developing networks that support contextual understanding and access, and leading field operations, including hiring and training Field Officers. The role will strengthen partnerships, particularly in support of the Area-Based Coordination (ABC) platform, establish and oversee operational systems, monitor contextual developments, identify information gaps, and support the generation of timely, relevant, and high-quality evidence to inform assessments and operational planning.

Under the overall supervision of the Country Representative and with a strong technical link to the research units in Nairobi, the Senior Operations Manager will lead on the following:

- Effective coordination and oversight of all IMPACT research activities within the area of operation.
- Engagement with relevant national and international response actors, local stakeholders, partners, and community networks to identify opportunities for collaboration and evidence generation aligned with the objectives of the Country Strategy.
- Active participation in coordination platforms, including sub-national cluster and ABC partner meetings.
- Setting up, managing, and mentoring a small field team, including the recruitment and development of Field Officers, to support information management, contextual monitoring, partner engagement, and primary data collection where feasible.
- Developing and maintaining networks of partners, key informants, and community stakeholders to strengthen contextual understanding, facilitate access, and support evidence generation in areas where direct engagement is constrained.
- Ensuring a timely, reliable, and continuous flow of communication and reporting with IMPACT units and departments at all levels.
- Establishing context-specific and tailored operational systems and processes.
- Monitoring political, humanitarian, economic, and security developments and providing regular context updates and analysis to inform operational and research priorities.
- Identifying access constraints and opportunities and supporting the development of practical partner-engagement approaches to expand IMPACT's reach and coverage.

This position requires a strong understanding of mixed-methods research methodologies, a high degree of autonomy, an entrepreneurial mindset, and experience operating in sensitive, complex, and hardship environments. Candidates should possess a strong research and operational background, demonstrated experience building and managing relationships with partners and stakeholders, and excellent communication, representation, and presentation skills. The successful candidate will be comfortable establishing new and maintaining existing research systems, developing field and partner networks, and translating contextual understanding into operational and research priorities.

RESPONSIBILITIES

The Senior Operations Manager's responsibilities include:

EXTERNAL ENGAGEMENT

- Map and maintain relationships with relevant national and international actors, local stakeholders, and partners, proactively identifying opportunities for collaboration and information exchange in close coordination with technical units.
- Develop and maintain networks of partners, key informants, and community stakeholders that support contextual monitoring, evidence generation, and operational access in areas where direct engagement may be constrained.
- Represent IMPACT in relevant external coordination mechanisms, technical working groups, and senior-level engagements related to the Sudan response.

RESEARCH and OPERATIONAL LEADERSHIP

- Plan and oversee all implementation of research activities to ensure feasibility, quality, and compliance.
- In coordination with the technical research units, support the proper design and implementation of field activities and streamlining field processes in line with research cycles' objectives, by applying the most suitable practices, methods and approaches.
- Cultivate a suitable professional environment for IMPACT staff in the base where they feel comfortable to report any concerns, exchange information, and seek learning opportunities.
- Support problem-solving and define workflow optimization to address operational challenges.

STAFF RECRUITMENT AND CAPACITY BUILDING

- Lead recruitment and onboarding of field and information management officers in key field locations, in line with IMPACT's regulations
- Supervise, mentor, and manage up to 5 line reports
- Deliver training and mentorship to equip team to operate independently and in line with IMPACT standards.

CONTEXTUAL UNDERSTANDING

- Support the Sudan mission's strategic direction by closely monitoring humanitarian, political, economic, security, and coordination developments that may affect response priorities, access, operational feasibility, and the implementation of IMPACT's activities.
- Receive, synthesize, and relay relevant reporting, assessments, and other key information from partners and stakeholders to technical teams.
- Develop and maintain relationships with partners, key informants, and community stakeholders to strengthen contextual understanding and identify emerging needs, risks, and information gaps relevant to programming and analysis.
- Maintain and regularly update coverage plans and field engagement approaches across the area of responsibility, adapting to operational and contextual developments and providing timely advice to technical teams on opportunities, constraints, and priority areas for engagement.

STRATEGY

- Contribute to the refinement and focused implementation of the Sudan country strategy, e.g., by supporting with critical information on key operational processes, relationships and engagements to prioritize

INTERNAL COORDINATION

- Serve as the primary liaison between field operations in Sudan and IMPACT's research and technical units in Nairobi, ensuring effective communication of information needs, contextual developments, operational constraints, and priorities to support research, monitoring, and analysis activities.
- Work closely with ACTED Area Coordination and FLATS teams to support access, stakeholder engagement, security, and the effective delivery of logistics, administrative, and operational functions required for IMPACT's field activities.

The Senior Operations Manager will maintain the strictest confidentiality on all data collected and related processes. They 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

- **Years of work experience** At least 7 years of relevant working experience in a humanitarian setting, ideally in an emergency / hardship post
- **Work experience** Previous successful experience operating and managing field-based mixed-methods humanitarian research in multiple complex humanitarian settings, with responsibility for partner engagement, stakeholder coordination, and team leadership.
- **Security environment** Ability to operate in a complex and challenging security environment
- **Level of independence.** A self-starter with a proven ability to work independently.
- **Familiarity with aid system** Strong understanding of the multi-sectoral humanitarian architecture; familiarity with Sudan or similar context
- **Communication/ reporting skills** Excellent verbal and written communication and presentation skills for external engagement required.
- **Academic qualifications** Excellent academic qualifications, including a master's degree or equivalent in a

relevant discipline (e.g. international studies, development, humanitarian response, data science, political science, etc.).

- **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
- **Experience in geographical region** Past experience in the region/supporting is desirable
- **Language skills** Fluency in English required, competency in Arabic is strongly desired

COMPENSATION & BENEFITS

- For this position, base salary is between 3'900 CHF and 3'960 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 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).
- 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.
- R&R after 3 months (flight ticket up to 500$ + 200$ of living allowance) if duty station allows
- Predeparture induction - 3 days at IMPACT Initiatives' HQ in Geneva + one week pre-departure training 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.

International Environment House 2, Chemin de Balexert 7,
1219 Châtelaine, Geneva, Switzerland