

# RESEARCH MANAGER – INTERSECTORAL NEEDS UNIT UKRAINE

(Reference: 23/UKR/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 join our Intersectoral Unit in Ukraine. The RM would manage humanitarian needs assessments to assist in response prioritisation.**

**Department:** REACH  
**Position:** Research Manager  
**Contract duration:** 12 months  
**Location:** Ukraine, base TBD  
**Starting Date:** ASAP

## COUNTRY PROFILE

Following the escalation of the conflict in Ukraine on February 24th, 2022, military hostilities have caused widespread damage to infrastructure and houses, hundreds of civilian deaths, disrupted markets and essential services, and precipitated massive displacement within Ukraine and into neighbouring countries. Present in Ukraine since 2014, IMPACT is working across the country to provide humanitarian actors with rigorous data and in-depth analysis to ensure aid interventions are timely, appropriate, and relevant.

The Intersectoral Needs Unit gathers information on the severity and type of humanitarian needs experienced across Ukraine. The unit currently houses REACH's national Multi-sectoral Needs Assessment (MSNA) and Humanitarian Situation Monitoring (HSM) initiative. The unit is currently comprised of 9-10 HR staff.

## FUNCTIONS

IMPACT is seeking an experienced candidate to oversee the development and management of our Intersectoral Needs Unit, the smooth completion of Research Cycles under the unit, and promotion of knowledge created through these research cycles. The ideal candidate has previously managed teams and implemented projects in a complex humanitarian setting. The candidate should be comfortable discussing qualitative and quantitative methods/findings, representing IMPACT with donors and be able to coordinate and consult with a range of senior external partners. The position is based in Ukraine, with the specific base to be discussed with the candidate.

The overall goal of the RM will be to ensure the smooth running of the Intersectoral Needs Unit. Under the authority of the IMPACT Country Representative and supervision of IMPACT Deputy Country Coordinator, the RM will be responsible for overseeing all research cycles under the Intersectoral Needs Unit. He/she will be responsible for ensuring unit teams have the information and skills to complete the various work streams of the Intersectoral Needs Unit. The RM will manage team planning, research-related coordination and procurement, administration, HR, logistics, partner coordination, reporting, grants management, and finance. This will include operational and HR oversight. The RM is accountable for the quality and timeliness of the research output from the Intersectoral Needs Unit.

## RESPONSIBILITIES

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#### 1. STAFF MANAGEMENT

##### **Objective 1.1: Provide line management and guidance to senior members of the Intersectoral Unit**

The RM is responsible for managing staff members the Intersectoral Unit. This may involve the management of three to four (Senior) Assessment Officers, Database Officers, GIS Officers, and guidance/leadership to team members on the research process, guidelines, and methodological approaches. Management responsibilities will include line-management of the 3 – 4 Senior Assessment and Database Officers (who function as team leads for the MSNA, HSM and data teams).

- Provide day-to-day management of Assessment, Data and GIS staff in the Intersectoral Unit, including the development of work plans and performance indicators, and development and implementation of capacity training plans to improve efficiency and performance; this includes:
  - Empowering focal points to take personal responsibility for RCs, and proactively identifying areas where they lack the capacity to work independently. Resolve these issues by developing training plans, and supporting focal points in capacity building junior staff;
  - Supporting project focal points as line-managers in developing strong and healthy teams, and maintaining staff welfare.
- Conduct regular check-ins with staff within the units, and promote team building, productivity, and staff welfare as the main pastoral focal point for Intersectoral Unit staff.
- Take on additional work streams and management responsibilities in coordination with the other RMs.

## 2. EXTERNAL ENGAGEMENT

### **Objective 2.1: Function as the primary external representative of the Intersectoral Unit, under CC/DCC**

The RM is the primary focal point for external stakeholders on the Intersectoral Unit (including UN agencies, local and national government, and NGOs). They are responsible for developing Unit engagement and dissemination plans. They may delegate representation responsibilities to (S)AOs, although they have primary responsibility for developing the key messaging for the unit across research cycles, with input from the Country Representative (CR) / Deputy Country Coordinator (DCC).

- Represent REACH in cluster and multi-sector meetings/technical working groups in country, and follow up on technical issues identified in cluster meetings (may be delegated to responsible (S)AOs).
- In coordination with the CR / DCC, ensure that relevant partners are consulted and involved at all stages of research cycle, that research findings are presented to relevant partners to enhance their use and impact, that external communications with partners and key stakeholders are documented as appropriate.
- Support the IMPACT CR / DCC in external engagement on REACH/IMPACT strategy or (when requested and with focal point) for fundraising and grants management.

### **Objective 2.2 Lead dissemination to ensure that information products are disseminated and used.**

- Familiarize self with, and train staff on, IMPACT dissemination guidelines and donor/stakeholder visibilities guidelines.
- Under the direction of the CR / DCC, engage in the dissemination of research products, including through articles, IMPACT social media contents, targeted e-mails, coordination body presentations, and bilateral meetings, in line with IMPACT Dissemination and External Communication Guidelines and Research ToRs.

## 3. STRATEGY DEVELOPMENT AND IMPLEMENTATION

### **Objective 3.1: Provide strategic leadership for the Intersectoral Unit, under CR and DCC**

The RM is responsible for developing and monitoring the Intersectoral Unit strategy. As part of this responsibility the RM will maintain an understanding of the Country Strategic Plan, the context and discussion around humanitarian response in Ukraine and research into intersectoral needs. As a member of the Senior Management Team (SMT), he/she will further contribute to the strategic development of REACH in Ukraine.

- Lead on identifying information gaps in line with humanitarian priorities and identify advocacy and dissemination strategies to strengthen the impact of REACHs work.
- Lead on formalising synergies with other assessment and knowledge management actors, as well as strategic partnerships with key humanitarian stakeholders and decision makers.
- As a member of the SMT, contribute to the development and implementation of the REACH Ukraine country strategy.

- Review dissemination strategies to strengthen the impact of Intersectoral projects.
- Provide leadership in developing and monitoring the Unit research direction strategy mission decision-making as a member of the Senior Management Team (SMT).

#### 4. PROJECT DEVELOPMENT AND GRANTS MANAGEMENT

##### **Objective 4.1: Provide inputs for grant writing and management for the Intersectoral Unit**

The RM is responsible for providing input into calls for proposal and grants related documents. This includes identifying information gaps, discussing methods and feasibility for addressing these gaps with relevant stakeholders, and assessing the cost of proposed plans. They will also be responsible for drafting narrative descriptions and the budget for activities.

- Work with the Project Development (PD) department and DCC to identify project and funding opportunities.
- Provide input or draft sections for grant or tender submissions.
- Regularly review project progress against objectives and budget.
- Flag bottlenecks, financial risks and other issues facing completion with PD / DCC.
- Provide input for interim and final reporting.

#### 5. MANAGEMENT OF RESEARCH CYCLES

The RM is responsible for ensuring the unit teams have the knowledge, resources and skills to complete their research cycles, to flag where additional resources may be needed / adjustments made, and monitor the quality/timeliness of the research process.

##### **Objective 5.1: Ensure the conditions for smooth implementation of research cycles in the unit**

- Familiarize self with, and train staff on, IMPACT research cycle guidelines and IMPACT/ACTED support department (logistics, finance, HR) processes that are relevant to the running of projects. Work closely with the Operations Manager to ensure logistics, financial, administration, security and HR processes directly related to REACH are appropriately implemented, alongside the relevant ACTED departments.
- Ensure that all (S)AOs are briefed comprehensively on objectives and expected outputs of research cycles, and that the overall implementation strategy of any given activity is clearly understood. Maintain regular communication with IMPACT HQ on progress and deadlines for written products. Work with the unit team members to ensure timely delivery of research outputs.
- Ensure planned activities fit within the project timeframe and budget, and are feasible given the available resources, or highlight resourcing gaps (HR, data collection capacity) and develop strategies for dealing with these limitations. Ensure that the assessment teams have considered the risk and opportunities in the research cycle.
- Work with the (S)AOs to develop and monitor detailed implementation / workplans. Ensure regular situation updates on progress are produced and circulated to relevant REACH, ACTED and external counterparts. Provide support and follow up on identified challenges during the data collection process. In coordination with the ACTED security department, monitor the security situation on the ground and conduct regular check-ins with staff in the field.

### **Objective 5.2: Oversee knowledge management to ensure lessons are documented / used.**

- Support the CR / DCC to conduct monitoring and evaluation as specified in the research ToRs and in line with IMPACT Guidelines. Ensure that lessons learned are gathered and documented at the end of each research cycle.
- Share lessons and evaluation outcomes with DCC / other units / HQ.

### **Objective 5.3: Ensure the conditions for quality of outputs from research cycles undertaken by the unit**

- Familiarize self with, and train staff on, IMPACT research quality guidelines and check that quality guidelines are followed. Train staff in research methods, quality standards, data analysis, and drafting for an audience.
- Ensure that all assessments are planned in-line with relevant project and programme objectives and with REACH research cycle and other relevant guidelines, and provide sign-off on research output at key stages of the research cycle.
- For each assessment, review enumerator training plans, review and/or participate in data collection monitoring activities, and review research outputs to ensure that they compile with IMPACT's guidelines and quality standards.
- Be available to provide regular assessment support and technical backstopping.

## **6. ACCOUNTABILITY TO COMMUNITIES AND BENEFICIARIES**

The RM is responsible for ensuring that all interactions with Ukrainian communities are conducted in a respectful and consultative manner. Due attention must be paid to ensuring that communities are adequately consulted and informed about IMPACT programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every IMPACT staff member.

## **7. CONFIDENTIALITY AND DATA PROTECTION**

The RM 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** 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 humanitarian context. Excellent management, coordination, organisational and planning skills required, including an ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through multi-tasking and prioritisation.

- ❖ **Years of work experience** 3 years of relevant working experience in a humanitarian setting, such as program management, evaluation and assessments;
- ❖ **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.
- ❖ **Research skills:** Excellent research and analytical skills. Experience in assessments, M&E, field research, or evaluations.
- ❖ **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
- ❖ **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.
- ❖ **Experience in geographical region** Past experience in the [relevant] region is desirable;
- ❖ **Language skills** Fluency in English is required, competency in Ukrainian or Russian is an asset;
- ❖ **Security environment** Ability to operate in a complex and challenging security environment.

## CONDITIONS

- ❖ Salary defined by the IMPACT salary grid; educational level, expertise, hardship, security, and performance are considered for pay bonus.
- ❖ Additional monthly living allowance provided in country by IMPACT's partner ACTED.
- ❖ Food and lodging provided at the organisation's guesthouse/or housing allowance (depending on contract length and country of assignment)
- ❖ Transportation costs covered, including additional return ticket + luggage allowance
- ❖ Provision of medical, life, and repatriation insurance + retirement package