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Terms of Reference

REACH OPERATIONS SUPPORT MANAGER IN SOUTH SUDAN

Department: REACH
 Position: **Operations Support Manager**
 Contract: **Full Time**
 Contract duration: 1 year (Renewable)
 Location: Juba, South Sudan
 Date of advert: 18/05/2021
 Closing date: 04/06/2021
 Starting date: ASAP



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 Institute for Training and Research (UNITAR) 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, supporting and working within the framework of the humanitarian reform process. 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.

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations, affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters. Their interventions seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context. Their 3,300 staff is committed in to responding to emergencies worldwide, to supporting recovery and rehabilitation, towards sustainable development.

COUNTRY PROFILE

IMPACT, through REACH, has been implementing programming in South Sudan since 2012. REACH works in 16 bases (including Juba) across 9 states and coordinates closely with OCHA, nearly all clusters, key working groups (IM and technical) within the South Sudan coordination system in order to identify, address, and raise awareness of key information gaps, as well as to uphold the quality of data used to inform the response. This is achieved through three core units:

- *Monitoring of the humanitarian situation in South Sudan*, through monthly assessments covering over 2,000 settlements in South Sudan, conducting an annual representative Multi Sector Needs Assessment to provide a snapshot of needs, and ad hoc rapid assessments in times of sudden escalations in conflict or natural disasters.
- *Monitoring population movement trends in South Sudan*, including tracking and analyzing large-scale displacement, returns and seasonal movements, through port and road monitoring, ad-hoc



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assessments, and a population movement baseline; assessing the perceptions of affected populations of the humanitarian response; engaging with the protection cluster in identifying and filling major information gaps; and mainstreaming a context sensitive approach within REACH South Sudan.

- *Providing direct technical support to humanitarian clusters* through active engagement with coordination bodies, dedicated assessments and information products, and strategic engagement to promote innovative methods towards understanding sector-related needs in South Sudan.

The Operations Support Manager will assist all three units through operational planning, management and assistance for 15 static field bases as well as field assessments to other locations as required. The role will be based in Juba with frequent travel to other areas of South Sudan.

SUMMARY

Under the supervision of the REACH Deputy Country Coordinator, the REACH Operations Support Manager is responsible for working closely with REACH project focal points and field teams to 1) ensure smooth running of REACH operations in static field bases and ad hoc field assessments; and 2) develop work plans and methodologies to coordinate field-based data collection and other project activities. More specifically, s/he will be responsible for overall operations management of REACH activities, including operational oversight in terms of logistic, finance, administrative and HR, as well as data collection planning and implementation in South Sudan.

RESPONSIBILITIES

The Operations Support Manager shall be responsible for:

1. Oversight and Coordination

- Operational oversight of the 15 REACH field offices and field assessments, including management of 3 regional Senior Field Officers and regular coordination with Assessment and Field Officers.
- Conduct regular updates with field teams to identify support required and develop planning to fill identified operational needs.
- Coordinate closely with Assessment and Field Officers, REACH Coordination as well as ACTED Finance, Logistics, HR and Security departments.

2. Mission-wide Assessment Planning and Implementation

- Supporting Focal Points and Field Staff in accurately estimating assessment timelines and resources needed for assessment implementation and base management across the whole mission.
- Overall design and implementation of data collection workplans together with REACH project focal points, field staff, and SMT.
- Facilitate assessment and data collection planning between units to ensure coherence, quality and accuracy of data while balancing ongoing requirements in field locations, and ensuring no teams become overwhelmed with too many priorities.
- Ensure that any concerns about over- or under-utilising resources in any areas are quickly flagged to the SMT and addressed with the field teams and relevant unit/project lead.

3. Finance, Logistics, HR

- Oversight of logistics, finance, and recruitment for the field bases in liaison with Juba-based ACTED Finance, Logistics, Security and HR departments.
- Ensure effective communication and response between Juba-based ACTED Finance, Logistics, Security and HR departments and REACH field teams for non-ACTED bases.



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- Ensure effective communication and response between ACTED Finance, Logistics, and HR departments and REACH field teams in ACTED bases.
- Assist field teams in operational long-term planning and implementation to ensure all field bases can operate efficiently and effectively
- Responsible for REACH equipment and cash in the field and in the office, ensuring teams follow procedures to track equipment and cash in all locations. In coordination with SFOs, ensuring that DCC is available when resources need to be replaced or replenished.

4. Security

- Ensure all relevant security protocols are followed by all staff, whether in a field or office capacity;
- Work with ACTED Humanitarian Access Manager to ensure all field staff are adequately trained on security in the field, and feel comfortable and confident undertaking field work;
- Provide updates to ACTED Humanitarian Access Manager on any security or access issues noted when in field locations for ACTED security to address in conjunction with the SFO and REACH field team;
- Engage with relevant stakeholders to keep updated on security in the field, and relay its possible impacts to the relevant teams;
- Support field teams where possible to develop and sustain relationships with local authority offices.

5. Capacity Building

- Provide capacity building in various forms to ensure all staff comply with ACTED Finance, Logistics, Security and HR policies and procedures.
- Develop relevant SOPs or guidance to ensure staff have access to clear and simple guidance on ACTED policies and procedures.
- Work closely with REACH finance, logistics and HR staff as well as ACTED departments to build training plans for field teams.

6. Miscellaneous

- Providing additional support as required relating to the implementation of activities, and as instructed by the line manager
- Be an active member of the REACH Senior Management Team, providing inputs on the strategic and operational planning for the REACH South Sudan mission
- Travel frequently to field bases
- Together with the rest of the SMT, ensuring a good work environment and taking active steps to ensure staff welfare.

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 REACH programme objectives, activities, beneficiary selection criteria, and methodologies. This is the responsibility of every REACH staff member.

EXPERIENCE**Required:**

- 3-5 years of relevant working experience in a humanitarian organisation, preferably in logistics or





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- Knowledge of and experience working in various regions of South Sudan;
- Strong skills in Microsoft Word and Excel;
- Fluency in English;
- Strong interpersonal and communication skills;
- Excellent team management, coordination, organisational and planning skills required, including ability to manage large workloads, oversee multiple teams and effectively meet deadlines, through an excellent ability to multi-task and prioritise;
- Ability to work independently;
- Ability to operate in a cross-cultural environment;
- Willingness to travel to all locations in South Sudan, security situation allowing
- Openness to feedback and willingness to learn;

Desired:

- Experience conducting assessments, especially large-scale data collection;
- Experience working in insecure contexts across South Sudan;
- Understanding of security risks and mitigation strategies for effective operations;
- Understanding of processes involved in conducting assessments;
- Familiarity with the humanitarian aid system and relevant actors;
- Understanding of and commitment to humanitarian principles
- Understanding of humanitarian procurement, recruitment and financial procedures
- A sense of curiosity and a drive to work to improve the humanitarian sector.

HOW TO APPLY

All applications should be submitted to the ACTED Country Office in Juba (or their respective field bases) by 04 June 2021 or by email to ssd.admin-assistant@reach-initiative.org and dylan.terry@reach-initiative.org Please indicate this reference in the subject line of your email: **Ref: REACH/OPSSUPPORTMANAGER**

Applications should be submitted in English, and should include:

- Detailed CV
- Cover letter
- Photocopy of all university degrees
- Photocopy of National ID
- Photocopy of work certificates related to past jobs

Shortlisted candidates will be contacted by ACTED Human Resources Department within two weeks of the application deadline.

Application materials are NOT returnable; therefore, applicants are strongly recommended not to submit original documents.

Note: This position is open to South Sudan Nationals & Women are encouraged to apply.

