**Terms of Reference**

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| **REACH Operations Manager**  |
| **Mission**The REACH Operations Manager will be responsible for the smooth implementation of all REACH assessments and activities in Libya, S/He will be in charge of representing REACH with Libyan local authorities and coordinating with ACTED bases in Sebha, Tripoli, and Benghazi. The REACH Operations Manager will also be managing the FLAT and field team of the mission as well as building partnerships with local civil society organisations in Libya. **NB: Applications will be processed on a rolling basis until the position is filled** |
| HIERARCHICAL RELATIONSUnder the authority of: * IMPACT Country Coordinator

Responsible for:* REACH Senior Logistics Officer, REACH Field Managers, REACH Operations Officer, REACH Field Officers, REACH Senior Field Officers, REACH Enumerators
 | **FUNCTIONAL RELATIONS**Internal relations: ACTED Country Director, ACTED Finance Manager, ACTED Logistics Manager, ACTED Technical Coordinators, REACH Research managers, REACH Assessment Officers, ACTED Base managers, ACTED Liaison officers. |
| OBJECTIVESUnder the line management IMPACT Country Coordinator Libya/Tunisia; the REACH Operations Manager shall be responsible for: * Operational management of the REACH Libya/ Tunisia office, including all FLAT staff, field staff and enumerators.
* Supporting Focal Points and Field Staff in accurately estimating assessment timelines and resources needed for assessment implementation.
* Overall design and implementation of work plans together with REACH project focal points and field staff,
* Oversight of REACH FLATs
* In coordination with REACH Senior Management Team, support with the external representation of REACH with some donors, partners, and the wider aid community through clusters and sectoral working groups as required.
* Ensuring that assessment strategies are implemented in a structured and coherent manner in line with project and strategic objectives.

Supporting the development/revision of assessment/programme strategies, reports, or new proposals. |
| FUNCTIONS1. **Oversight of REACH Operations and team management**
* Line management of field managers and other field and operations staff in Libya and Tunisia
* Support research managers and officers in ensuring that Research Cycles are designed and implemented according to existing guidelines and lessons learned from previous assessments.
* In close coordination with the country coordinator, work on the preparation and translation of the organization registration documents
* Keep track of progress and delays of all data collection and ensure that delays or identified challenges for specific assessments are reported in writing and orally in a timely manner and recommend solutions, to be agreed with the relevant assessment focal point.
* Provide Field Managers with support to oversee Field Teams as well as:
	+ Identifying capacity together with Field Managers and delegating data collection tasks accordingly to Field Teams (Project Officers and Enumerators);
	+ Ensuring the welfare of Field Teams, particularly with regard to the security of enumerators inside Libya/Tunisia
	+ Ensuring capacity building and skill identification of Field Teams together with the Technical Assessment Officer
	+ Ensure that all team members are kept up-to-date on key activities, plans, and achievements;
	+ Together with the rest of the SMT, ensuring a good work environment and taking active steps to ensure staff welfare. This will include building strong professional relationship, having good visibility of issues in teams through regular check-ins, as well as maintaining a professional, respectful, and supportive tone in the office.
1. **Operational oversight (financial, logistical, staff capacity**)
* Support the Country Coordinator and the REACH Finance focal point in budget follow-up, mainly through contribution to Allocation tables, budget review and expense forecasting together with project focal points,the FLAT Senior Officer and REACH Field Managers.
* Ensure timely and quality procurement management at area level
* Ensure proper asset and stock management at area level
* Ensure sufficient and reliable means of communication at area level
* Ensure logistics, financial, administration, security, and HR processes in the field have been appropriately implemented and coordinated with the relevant ACTED departments
* Together with the rest of the SMT, identify and address capacity issues across all REACH Libya teams
1. **Support in the development and implementation of the REACH Libya Strategy**
* Contribute and support the field team in closely following the social, economic, and political situation in Libya as well as humanitarian coordination developments and key issues in the Libya humanitarian response.
* Together with the SMT, contribute to and support the Country Coordinator in strategy development and implementation through conversations with external actors, (mainly) humanitarian coordination structures and NGOs) context monitoring, and conversations with focal points.
* Together with the Country Coordinator, ensure that project focal points in the field are trained and able to situate their projects within the wider Libyan context and support them in thinking strategically about their project.
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| **TECHNICAL SKILLS*** Excellent academic qualifications, including a Master’s degree in relevant discipline;
* 4 years of relevant working experience in a humanitarian setting;
* 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;
* Experience with external engagement (donors, partners and other key stakeholders) required;
* Familiarity with the humanitarian coordination system required;
* Understanding of processes involved in conducting assessments an asset;
* Excellent communication and drafting skills required for effective donor reporting and proposal development;
* Excellent analytical skills required;
* Experience managing budgets an asset;
* Ability to work independently and manage people remotely required;
* Solution-oriented, flexible, and open-minded, including ability to operate in a cross-cultural environment required;
* Good understanding of the Libyan context - past experience in the region is desirable;
* Fluency in standard Arabic and English required, French is an asset
* Ability to operate with Microsoft Word and Excel required;
* A sense of curiosity and a drive to work to improve the humanitarian sector
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