**Terms of Reference**

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| **REACH Senior Operations Officer**  |
| **Mission**The REACH Operations officer will be responsible for the smooth implementation of all REACH assessments and activities in Libya, S/He will be in charge of coordinating with ACTED bases in Sebha, Tripoli, and Benghazi. The REACH Senior Operations Officer will also be responsible of the FLAT and field team of the mission as well as building partnerships with local civil society organizations in Libya.  |
| 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 Senior Operations Officer 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 the external representation of REACH with some local entities in Libya
* Ensuring that assessment strategies are implemented in a structured and coherent manner in line with project and strategic objectives.
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| FUNCTIONS1. **Oversight of REACH Operations and team management**
* Line management of field managers and other field staff in Libya and Tunisia
* Build and maintain relationships with local CSO in Libya and Tunisia
* 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.
* Support the Country Coordinator in the preparation of the organization registrations documents.
* 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
	+ 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**)
* Ensure timely and quality procurement management at the area level.
* Ensure proper asset and stock management at the area level.
* Ensure sufficient and reliable means of communication at the area level.
* Ensure logistics, financial, administration, security, and HR processes in the field have been appropriately implemented and coordinated with the relevant ACTED department.s
* 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
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| **TECHNICAL SKILLS*** Excellent academic qualifications, including a Master’s degree in relevant discipline;
* 2 to 3 years of relevant working experience in a humanitarian setting;
* Excellent team management, coordination, organisational and planning skills required.
* Familiarity with the humanitarian coordination system 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
* 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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