

TERMS OF REFERENCE

Field Coordinator

JOB PURPOSE

Under the supervision of the Project Officer, Field Coordinator is responsible for the timely and appropriate implementation of assessments in the field, in accordance with the approach and methodology defined by Acted. The Field Coordinator is responsible for supporting carrying out data collection, coordination activities and other duties when requested. He/she will be based in the field and conduct office work. He/She will support systematic collection, management, analysis and reporting of client feedback and complaints received through the toll-free hotline. He/she will ensure that data received is recorded according to the key themes, responded to them in a timely manner, the feedback loop is closed, and clients are informed of decisions taken by management. This will be a full-time position based in Yerevan, Armenia for 1.5-2 months.

CHAIN OF COMMAND

Under the authority of:

Country Director
Team Lead
Project Officer

Responsible for:

Enumerators
Driver[s]

WORKING RELATIONS

Internal:

Acted MEAL Officer and Enumerators
Acted Project Officer
Acted Team Lead
Acted Country Director
Acted FLAT and HR Department[s]

External:

Local Authorities in the intervention area.
Local / International NGOs / UN Agencies

DUTIES AND RESPONSIBILITIES

General Responsibilities:

To support the Project Officer, Team Lead, MEAL Officer, in carrying out the daily working activities, with a focus on:

- planning, logistical preparations and activity oversight in the field
- basic reporting and contextual input on assessments and mapping
- liaising and collaborating with stakeholders, including local and international NGO field staff
- properly recording all activities according to the processes defined by the Acted methodology

Operations & Project Management

- **Feasibility & Scoping:** Conduct scoping missions and field visits to analyze context and determine data collection feasibility.
- **Resource Planning:** Contribute to activity planning, including the recruitment of enumerators and drivers, and managing logistics.
- **Activity Oversight:** Manage the execution of household surveys, Focus Group Discussions (FGDs), and Key Informant Interviews (KIIs).

- **Reporting:** Provide regular progress reports to supervisors and ensure all field documentation is accurate and complete.

Team Leadership & Training

- **Capacity Building:** Assist in training enumerators and field teams on methodology and tools.
- **Performance Management:** Maintain consistent work habits, ensuring timeliness and clear communication within the technical teams.
- **Staff Support:** Provide ongoing administrative and logistical support to team members to ensure smooth project execution.

Technical & Data Integrity

- **Contextual Analysis:** Observe field conditions to provide qualitative context that "illustrates" the raw data collected.
- **Technical Support:** Assist the GIS Officer with GPS data collection and ensure spatial data accuracy.
- **Data Administration:** Process all activity-related documents, including participant lists and attendance sheets.

Communication & Representation

- **Stakeholder Relations:** Maintain professional relationships with beneficiaries, local authorities, and collaborating agencies.
- **Linguistic Support:** Facilitate Armenian-to-English (or vice-versa) translation during meetings and coordinate the translation of project documents.
- **Internal Coordination:** Work closely with Acted colleagues across departments to ensure cohesive operations.

Compliance & Availability

- **Training:** Participate in mandatory professional development and training as requested.
- **Travel:** Must be available for field travel for up to **5 nights at a time**.

Confidentiality and Data Protection

The Field Coordinator will maintain the strictest confidentiality of data and processes. He/she will actively take measures to prevent the unauthorized sharing of information and data.

- **Hotline Manager responsibilities**
 - Receiving calls from clients every working day and ensure that the hotline is fully functional
 - Accurately recording client information in the feedback registry on a routine basis and flag any minor and major programmatic complaints and instances of breach of Acted code of conduct, allegations of child abuse or sexual exploitation among others
 - Analyzing feedback received from clients, responding to it in a timely manner and generating weekly and monthly reports on the use of the hotline including a summary of the key issues raised by clients and how they were responded to.
 - Ensuring that client feedback received through the hotline is used to inform programming
 - Assessing the utility and efficiency of the hotline and proposing recommendations for improvements
 - Ensuring proper and confidential filing of hotline data and reports
- **Other**
 - a) Provide regular and timely updates on progress and challenges to supervisors and other team members;

b) Perform any other related activities as assigned by the immediate supervisor.

REQUIREMENTS

- Fluency of English and Armenian are mandatory
- Bachelors degree in relevant field
- Minimum 2 years experience with team management and reporting, preferably with at least 1 year in humanitarian context and/or data collection
- Familiarity with the aid system, and understanding of donor and government requirements an asset
- Prior knowledge of the region are mandatory
- Good command of computer software, including word and excel
- Good team management skills
- Good leadership capacities, patience, and willingness to work as a team
- Good problem solving capacities, to meet any logistical challenges in the field
- Strong interpersonal skills and ability to effectively communicate with both the assessed population and the local authorities
- Flexibility and adaptability are essential, including travel, as well as the ability to plan, take initiative and organize work independently
- Flexibility to ever-changing needs and responsibilities
- Ability to work in a cross-cultural environment requiring flexibility
- Ability to work independently, and willingness to learn and capacity to innovate

Additional capacities

- Proactive and problem solving personality
- High attention to detail
- Ability to manage and prioritise conflicting priorities
- Motivation and ability to independently grow professional capacities through self-training
- Desire to implement lessons learned from previous work and to consider methods for improvement of project cycles

APPLICATION PROCEDURES:

Interested candidates should submit the following documents before 13 March 2026:

- Cover letter (in English language);
- CV (in English language);
- Contacts of three references (including the supervisor in the most recent work assignment if relevant).

The above mentioned should be sent to: armenia.jobs@acted.org with a subject heading

"Field Coordinator".

Incomplete applications will NOT be considered.

Only shortlisted candidates will be contacted for more details and the interview.

Note: applications will be reviewed on rolling basis.