

Communication Officer
Syria - Damascus

Who are we?

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunities for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

DRC Syria

DRC has been operating in Syria since 2008, initially responding to the Iraqi refugee crisis before pivoting to a full-scale response to the Syria crisis from 2011 onwards. Our work encompasses the full cycle of displacement—responding to **life-saving humanitarian needs** and supporting community recovery until **durable solutions can be achieved**. DRC Syria takes an area-based approach to supporting internally displaced persons (IDPs), returnees, and host communities across our key sectors: Economic Recovery and Resilience, Protection, WASH, Shelter and Infrastructure, and Humanitarian Disarmament and Peacebuilding (including Humanitarian Mine Action).

With an established rapid response mechanism, DRC can **rapidly respond to emerging crises and shocks** to meet **acute emergency needs**. Recognizing the significant need for **early recovery and resilience programming** to ensure dignified, sustainable, and cost-effective solutions for fragile communities, DRC's programmes foster resilience for individuals and communities in situations of protracted displacement and during the initial stages of post-conflict recovery, towards a **durable solution of their choice**. With active portfolios in the neighboring countries of Jordan, Lebanon, Türkiye and Iraq, DRC offers a **cross-border, regional response** to the Syria crisis, through cross-border protection monitoring, advocacy, and trends analysis.

About the job:

The Communications Officer will play a key role in developing a wide range of communications products for DRC Syria. This position will enhance the organisation's visibility and reputation, ensuring that all communications activities and products align with established standards, including compliance with communications SOPs, branding guidelines, and organisational values. The Communications Officer will support programme delivery by crafting clear, impactful messaging and products, working closely with different teams to ensure that content resonates with diverse audiences. The position will also be

responsible for designing and implementing awareness campaigns and producing awareness materials, including for Explosive Ordnance Risk Education (EORE), to inform the target audience. Furthermore, the role involves building and nurturing relationships with key stakeholders, such as beneficiaries and the wider public, helping to foster understanding and two-way engagement.

Duties and Responsibilities:

1. Communications, Visibility and Donor Compliance:

- Ensure adherence to donor requirements and visibility guidelines for ongoing projects in a timely manner, maintaining effective planning and coordination with DRC field offices to meet communication and visibility needs.
- Ensure all external communication products comply with DRC, partner, and donor branding and visibility requirements.
- Provide communications and visibility inputs for proposals, donor reports, and programme needs to meet donor expectations and highlight programme impact.
- Ensure all communication products and data collection processes comply with relevant regulations, DRC policies, and safeguarding requirements.

2. Content Development and Storytelling

- Produce high-quality communication materials, including success stories, case studies, human-interest stories, quotes, newsletters, factsheets, photographs, and videos for a range of stakeholders.
- Produce engaging content for DRC's digital channels and social media platforms to strengthen audience engagement and showcase programme impact in Syria.
- Maintain and organise a comprehensive archive of communication materials, ensuring proper documentation and accessibility.
- Frequent travel to field offices and project locations to document activities and gather high-quality content.

3. Campaigns, Design and Public Awareness

- Plan, design, and implement communication campaigns and awareness activities, developing compelling materials that raise awareness, disseminate knowledge, and engage target audiences.
- Use a variety of design software to produce high-quality visual materials for campaigns, events, reports, and communications across print and digital platforms.
- Ensure communication materials are needs-based, culturally appropriate, age-appropriate, gender-sensitive, and effectively communicate complex information to diverse audiences across online and offline channels.
- Collaborate with relevant teams to design communication and educational materials, including those supporting public awareness mapping and outreach initiatives.

4. Explosive Ordnance Risk Education

- Support the planning, development, and implementation of mass media and social media EORE campaigns.
- Ensure high-quality designs for EORE mass media and social media content are aligned with DRC and donor branding requirements.
- Support the development of innovative EORE materials and communication products, including digital, print, and multimedia materials, ensuring they are culturally appropriate, age-appropriate, and gender-sensitive.

5. Support External Engagement

- Support engagement with international, regional, and local media to generate coverage of DRC's programmes in Syria, including contributing to press releases, media briefs, and other media products.
- Prepare communication and promotional materials for media briefings and field visits, and support related logistical and administrative arrangements.
- Support the planning and organisation of public events, coordinating with internal teams and external stakeholders to ensure successful implementation and media visibility where appropriate.

6. Partner Engagement and Capacity Strengthening

- Support DRC partners in producing high-quality and impactful communication and visibility materials.
- Contribute to building the capacity of DRC staff and partners to develop effective communication and visibility products.

7. Other Responsibilities

- Perform any other duties assigned by the line manager.

Experience and technical competencies:

- Minimum 3 years' work experience in the media and communications field, and experience working with humanitarian, development and NGO/INGO actors.
- Proven experience producing high-quality communication and visibility materials, with demonstrated experience working with donor visibility requirements.
- Proven experience in media engagement and writing for social media and web portals.
- Excellent writing and editing skills in both English and Arabic.
- Experience in the design and use of multimedia software.
- Experience in capacity-building training and coaching non-specialist teams in communication skills.
- Strong coordination and interpersonal skills, and the ability to work effectively across different departments and with partners.
- Ability to work independently and proactively
- Proficiency in English, speaking, and writing.

Education:

- Bachelor's degree in communication, journalism or similar relevant qualifications.

Languages:

- Proficiency in English and Arabic, speaking, and writing.

In this position, you are expected to demonstrate DRC's five core competencies:

- **Striving for excellence:** You focus on reaching results while ensuring an efficient process.
- **Collaborating:** You involve relevant parties and encourage feedback.
- **Taking the lead:** You take ownership and initiative while aiming for innovation.
- **Communicating:** You listen and speak effectively and honestly.
- **Demonstrating integrity:** You act in line with our vision and values.

We offer:

Contract length: until 28 February 2027 - extension based on performance and funds

Level: Non-Management- H

Location: Damascus

Expected Start date: 1st of October 2026

Application process:

Interested? Then apply for this position [Talentech - Communication Officer - Application Form](#)

All applicants must send a cover letter and an updated CV (no longer than four pages). Both must be in the same language as this vacancy note. **CV-only applications will not be considered.**

Applications close: **31 August 2026**

NOTE: Due to the urgency of this position, the applications will be reviewed on a rolling basis

Need further information?

For further information about the Danish Refugee Council, please consult our website www.drc.org

DRC as an employer

By working in DRC, you will be joining a global workforce of around 6500 employees in around 35 countries.

We pride ourselves on our:

- Professionalism, impact & expertise
- Humanitarian approach & the work we do
- Purpose, meaningfulness & own contribution
- Culture, values & strong leadership
- Fair compensation & continuous development

DRC's capacity to ensure the protection of and assistance to refugees, IDP's and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process.

If you have questions or are facing problems with the online application process, please visit drc.ngo/jobsupport.

Danish Refugee Council is an equal opportunity employer and we consider all applicants based on individual merit and qualifications, regardless of personal characteristics or attributes. We are committed to increasing the diversity of our workforce, aiming for a 50% balance of men and women in management roles and ensuring that at least 50% of management roles are filled by national staff. We recognize that a diverse and inclusive team is crucial for achieving our organizational goals and making a positive impact on the communities we serve.