
NRC in Syria

NRC is in Syria to support people affected by forced displacement (IDPs, returnees, host community etc.) so that they can have access to timely and effective assistance, to cope with the crisis and when the crisis ends return and rebuild their lives. NRC started its activities in Syria in mid-2016.

In 2024 NRC has reached with humanitarian assistance more than **699,313** individuals across Syria in the Governorates of Damascus, Rural Damascus, Daraa, Homs, Aleppo, Hama, Idleb, Hassakeh, Qamishli and Raqqqa

NRC will continue to apply an integrated programming approach, where Education, Information, counselling and legal assistance (ICLA), Shelter/WASH, Livelihoods and Food Security and (LFS) programmes, and Protection from Violence work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information

1. Adherence to NRC policies, guidance and procedures
2. Lead and contribute to the development and implementation of Accountability systems, including CFM SOPs, guidance and tools
3. Support programme staff in planning for and executing accountability activities, including embedding the CFM throughout the project cycle, tools, analysis and use of CFM data.
4. Support the implementation, dissemination and use of CFM data in programme development, adjustment or review.
5. Contribute to organizational learning through specific analysis, lessons learned and reports.
6. Capacity building and training of programme and CFM staff on accountability and CFM technical and conceptual areas.
7. Supervise and mentor CFM support staff.
8. Contribute to the design of CFM staffing structure and resourcing, including collaboration with programme staff to identify and plan for accountability needs.
9. Develop / Review and track CFM specific technical performance indicators.
10. Provide technical input to relevant coordination mechanism or working groups such as the AAP Task Force for Syria.

For more details, please download the [full JD](#).

Our Ideal Candidate

- Minimum 3 years of experience from working within the field of expertise (i.e., accountability and/or feedback mechanisms and/or related field) in the humanitarian sector, preferably in an emergency or post-conflict setting
- Bachelor's degree, preferably in social science or relevant fields or equivalent professional qualification.
- Technical specific knowledge from the humanitarian sector
- Previous experience from working in complex and volatile contexts
- Documented technical competences related to the position's responsibilities
- Documented results related to the position's responsibilities



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- Experience in handling sensitive feedback
 - Demonstrated ability to present data and convey information clearly and concisely and identifying trends
 - Demonstrated ability to transfer knowledge to diverse audiences through training, mentoring and other formal and non-formal methods
 - Fluency in English and Arabic (speaking, reading, writing)
 - Proficiency with MS Office (Word, Excel); experience with, Kobo Collect, PowerBI is an asset;
 - Proven experience in facilitating the capacity building of diverse colleagues; Experience with conducting capacity building for local partner agencies is an asset.
 - Strong analytical and communications skills
 - Ability to receive and handle confidential and sensitive information (highly approachable, trustworthy and confidential)
 - Strong management skills (ability to demand results and be empathetic, non-defensive but decisive, firm and resilient)
 - Knowledge of the context in Syria
 - Familiarity with NRC's core competencies is an asset

Additional Information

- Duty station: Country Office - Damascus
- Contract: Fixed terms till end of 2027. Renewable, based on funding and performance.
- Salary/benefits: Grade 7 of NRC's salary scale ([NRC Grade profile](#))
- Candidates who do not provide complete and detailed information in the online application form **will not be considered.**
- The application deadline is **15 Sept 2026.**

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5173040055?link_source_id=0