NRC NORWEGIAN REFUGEE COUNCIL

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. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance to more than 600,000 people particularly in the Governorates of Damascus, Aleppo, Quneitra, Dara'a, Hama, Al-Hassakah and Rif Damascus, out of which more than 152,000 people reached in 2020 with the provision of more than 255,000 services and moving forward to reach more during 2021.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes 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

The Community Feedback Mechanism Coordinator will support the Programme Unit in developing/updating NRC Syria's Accountability Framework and Standard Operating Procedures (SOPs), oversee the centralized CFM within the NRC Syria Office, and build on it to contribute to a culture of accountability to affected populations.

The Community Feedback Mechanism (CFM) Coordinator will act as a focal point for all CFM related issues within the country office and coordinate with programmes and support functions. This includes that clear, transparent rules for raising and processing feedback are established and disseminated within the country office, and that feedback is recorded and addressed by relevant NRC stakeholders within a reasonable timeframe. This role is responsible for building the staff capacity on CFM Standard Operating Procedures (SoPs) and tools, and provide support to ensure quality responses to community complaint, and utilize the information received through community feedback channels to produce periodic reports and analysis that can strengthen programming and increase overall organizational accountability.

The role will have some of the following responsibilities:

Generic Responsibilities:

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.

Specific Responsibilities

1. Coordinate the operationalization of NRC Syria's CFM system and develop/build upon existing Standard Operating Procedures (SOPs) for CFM within the country office;
2. Serve as primary contact for all CFM related issues within the Country Office and with Head Office;
3. Communicate and disseminate NRC CFM standards and guidelines among relevant teams;
4. Conduct capacity gap assessment, provide capacity building and mentoring of all staff involved at country and area offices;
5. Ensure all requests, feedback & complaints received by NRC are triaged, transferred and responded to according to established channels, procedures and in a timely manner;
6. Provide technical oversight and guidance to a small team of CFM staff based in each of NRC's , area office;
7. Support resource planning, recruitment of additional CFM staff where needed, and manage the CFM team at CO level.
8. Manage data analysis and information dissemination to relevant team members related to CFM;
9. Ensure the timely production and quality of regular internal and external reports that highlight trends in complaints, response processes, and emerging issues, to inform decision-making and improve accountability and program quality.
10. Hold inductions, trainings and refresher sessions for CFM and program staff to ensure they have the capacity and skills to deal with feedback & complaints at the field level;
11. Conduct regular spot check visits in the field to assess compliance with the CFM SOP and formulate recommendations for improvement as needed;
12. Conduct regular (annual or as required) CFM Health Checks with the CFM team, including reviewing the existing CFM channels, CFM data management system, tools, procedures and their application;
13. Ensure the existence of accountability communications materials at area office level to promote access to accountability mechanisms amongst affected people.
14. Support programme staff in formalising feedback loops within programmes, including ensuring availability of standard responses per activity for frequent feedback;
15. Provide support to Programme Managers and Core Competency Specialists in reviewing feedback information across projects, to ensure that feedback and complaints are taken into account in programming decisions;
16. Provide inputs to NRC Syria's accountability framework, and the CFM section of proposal development and reports;
17. Participate in grant review/closure meetings to provide updates on CFM implementation, key achievements, and any challenges encountered;
18. Develop benchmark/indicators to monitor accountability across programmes;
19. Attend or initiate regular e.g. monthly, review meetings with Accountability/CFM Focal Points to examine and share all open cases;
20. Work with the wider MEAL/Programme teams to promote affected people's participation at all points of programming, especially during design of accountability systems and activities
21. Produce ad hoc reports or analyses as needed / upon line manager request
22. Support the Education Team in enhancing the child friendly feedback mechanism (CFFM).

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.
- 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 Important Information:

- Contract period: 12 months duration contract.
- Type of Contract: Syrian National Contract. Fixed Term renewable based on NRC budget availability / funding, business need and the incumbent satisfactory performance.
- Deadline: Apply before 8 Dec 2026.
- Salary/benefits: G7 According to NRC's salary scale and terms and conditions. According to NRC Grade Profiling Structure (NRC Grade Profiling Structure)
- Access to full Job Description (JD): CFM Coordinator JD
- Duty Station: Damascus, Country Office.
- This position is open to Syrian Nationality holders only or the ones who has the right and eligibility to work inside Syria . NRC will provide no sponsorship or work permit / residency for this role.

How to Apply:

Interested applicants can apply for this role solely through the NRC recruitment platform, Webcruiter, using the link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5214499198?link_source_id=0