NORWEGIAN
REFUGEE COUNCIL

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment, grading and performance management processes by stating the necessary competencies. It is mandatory for all positions.

Position:	Human Resources Technical Assistant
Grade:	4
Date:	JD Reviewed in Nov 2023
Reports to:	HR Coordinator
Technical reporting line:	N/A
Supervision of:	N/A
Duty station:	Syria Country Office, Damascus
Travel:	Up to 20%
Project number:	SRFX0000
Duration and type of contract:	Fixed-Term Employment Contract until the end of the current year, renewable based on the need, satisfactory performance, and availability of funding.

All NRC employees are expected to work in accordance with the organization's values. To be **dedicated**, **innovative**, **inclusive** and **accountable** are attitudes and believes that shall guide our actions and relationships.

Background

As the Syrian crisis has entered its 14th year, a record-level 16.7 million people, over 71% of the population, is in need of humanitarian assistance. Almost half are children. The fall of the former government, in December 2024, has sparked hope for the country's future and those in need of aid. However, ongoing conflict, economic collapse and record-high humanitarian needs persist throughout the country, coinciding with unprecedented cuts to humanitarian aid globally at a time where aid resources for Syria were already stretched thin.

The Norwegian Refugee Council (NRC) has been a leading humanitarian actor in the response to the Syria crisis, in Syria and across the region, since 2012. Against a backdrop of conflict, socioeconomic and environmental deterioration, climate change and natural disasters, we provide emergency, transitional, early recovery and resilience programmes to people in need. We lead advocacy to promote unimpeded and sustained access to assistance for people across Syria and we call for increased humanitarian funding, resilience and early recovery support to alleviate the hardships of the Syrian people.

1. Role and responsibilities

HR Technical Assistant will support human resources processes by maintaining updated records and database, supporting in administrative duties, and support in initiating and following workflows for the delegated tasks.

Generic responsibilities

1. Ensure compliance and adherence with NRC policies, tools, handbooks and guidelines
2. Implement delegated HR function portfolio according to agreed plan of action.
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents according to SSD policy
5. Promote and share ideas for improvement of the support function
6. Carry out NRC activities in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies and Syria-specific explanatory notes.

7. Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels.

Specific responsibilities

1. Compensations & Benefits:
   a) Collect, categorize and enter data on HR System for all documents related to payroll (Timesheet, Attendance sheet, leaves, travel orders, overtime ...etc.)
   b) Verifying and maintaining HR archive (Softcopies, hardcopies, and Database), doing periodical spot-check about data accuracy and reporting missing documents.
   c) Support in gathering and updating information, documents, and all data related to staff personnel.
   d) Follow-up and support in managing health insurance claims, additions and deletions, in addition to reporting critical incidents and large claims.
   e) Support in preparing new hires contract and joining documents.
   f) Support in the exit process of departing staff.
2. Capacity Building:
   a) Conducting orientation and induction for new employees about HR related system, policies, procedures, and practices (including Code of Conduct, Terms of Employment, Whistleblowing, Preventing Corruption ...etc.)
   b) Updating tracking sheets and archiving soft and hard documents related to training and performance management.
   c) Consolidating "Training Applications", preparing attendance sheets, verification sheets and handling trainings feedback.
   d) Consolidating development needs from staff Work & Development Plans into the database.
3. Other:
   a) Support recruitment process through helping in documentation, following up with hiring managers and candidates and supporting logistics arrangement.
   b) Answering employees' queries related to his/her function, and report/escalate any feedback to HR Management.
   c) Help in ensuring adherence to NRC's HR Handbook, Terms of Employment, Syrian Labour Law other NRC policies and donor requirements.
   d) Contribute to coordination with relevant partners, authorities, lawyers and other stakeholders.
   e) Active collaboration in any project that HR participate in.

Critical interfaces

1. Country Office staff
2. Human Resources staff in Country Office and area offices
3. Medical insurance company

2. Competencies

Competencies are important in order for the employee and the organization to deliver desired results. Competencies are relevant for all staff and are divided into the following categories:

1. Professional competencies

These are skills, knowledge, qualifications and experience that are important for effective performance.

Generic professional competencies:

- 2 to 3 years' Experience in Human Resources Function
- Bachelor degree in related field (Human Resource, Business Administration, Human Sciences ...etc.).
- Previously working with INGOs is an advantage.
- Fluency in Arabic and English, both written and verbal

- Previous experience in performing in complex and volatile contexts

Context related skills, knowledge and experience:

- Knowledge in Human Resources fundamentals & Practices
- Knowledge in dealing with HRIS
- Knowledge in Syrian Labour and Social Security laws.
- Analysing data & Report writing
- Experience with Office applications (Word-Excel, Access Visio and PowerPoint).

2. Behavioral competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioral competencies, and the following are **essential** for this position:

- Working with people ·
- Analyzing
- Communicating with impact and respect
- Coping with change
- Planning and delivering results

3. Performance Management:

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The NRC Competency Framework