
Information Management Officer (PFV-CSP-DP), NWS, Idleb

NRC in Syria

In 2026, an estimated 15.6 million people in Syria, more than 61% of the population, continue to need humanitarian assistance, nearly 46% of whom are children. The fall of the former government in December 2024 raised hopes for the country's future and for people affected by the crisis. However, insecurity, economic hardship and extensive humanitarian needs persist, alongside emerging opportunities to support Syria's recovery. Since December 2024, approximately 1.7 million refugees and more than 2 million internally displaced people (IDPs) have returned to their areas of origin, while an estimated 5.5 million people remain internally displaced.

The Norwegian Refugee Council (NRC) has been a leading humanitarian actor in the Syria response, both inside the country and across the region, since 2012. Operating amid protracted conflict, socioeconomic deterioration, climate change and natural disasters, NRC delivers emergency assistance, transitional support, early recovery and resilience programmes to people affected by displacement and crisis. NRC also leads advocacy efforts to promote safe, sustained and unimpeded humanitarian access across Syria and calls for increased humanitarian funding and investment in resilience and early recovery to address urgent needs and support communities in rebuilding their lives.

Role and responsibilities

The Information Management (IM) Officer will contribute to the development, rollout, and maintenance of NRC's information management systems. The IM Officer will mainly work on the development and maintenance of data management systems for capturing and visualizing output data, analysis of secondary data, and needs assessments. The IM Officer will work with staff in the Area Office to support data extraction, visualization, capacity building as needed, production, and dissemination of information products.

PFV: Protection from Violence

CSP: Civilian Self Protection

DP: Disaster Preparedness

Generic Responsibilities:

1. Ensure adherence to NRC policies, tools, handbooks, guidelines, and Information Management standards.
2. Implement delegated Information Management activities according to plans of action and project requirements.
3. Develop and maintain Information Management systems, databases, trackers, and reporting tools.
4. Ensure timely, accurate, and quality data collection, analysis, visualization, and reporting.
5. Provide technical support to programme teams on Information Management tools, processes, and systems.
6. Ensure proper filing, archiving, protection, and management of programme information and documentation.
7. Support data quality assurance and compliance with NRC data protection and information-sharing requirements.

8. Prepare and develop Information Management products, reports, dashboards, and data visualizations as required by management.
9. Promote and share ideas for digitalization, automation, and continuous improvement of Information Management practices.
10. Support capacity building of programme, MEAL, and partner staff on Information Management systems and tools.

Specific Responsibilities:

Information Management Systems:

- Ensure the development, maintenance, and effective utilization of information management systems supporting Protection from Violence (PfV), Civilian Self-Protection (CSP), Community Intelligence, Early Warning Systems (EWS), and Anticipatory Action (AA) programming.
- Develop and maintain databases, trackers, and reporting systems to monitor project activities, indicators, targets, and achievements.
- Ensure the implementation of information management SOPs, data management procedures, and data quality standards.
- Ensure compliance with NRC data protection policies, confidentiality requirements, and information-sharing protocols.
- Support the integration and harmonization of project databases and information systems across programme components.

Data Collection and Data Quality:

- Develop and maintain digital data collection tools and platforms, including Kobo Collect and other approved systems.
- Support programme teams in the design, deployment, and management of assessments, monitoring, community feedback, and reporting tools.
- Ensure the quality, accuracy, completeness, and timeliness of collected data.
- Conduct regular data validation, verification, and quality assurance processes.
- Support Data Quality Audits (DQA) and implementation of corrective actions.

Community Intelligence and Early Warning Information Management

- Support information management processes related to community-generated information, early warning indicators, protection risks, and anticipatory action triggers.
- Maintain systems for collecting, organizing, and analysing information related to protection concerns, displacement dynamics, environmental hazards, and community preparedness.
- Ensure timely consolidation and dissemination of risk information and early warning data for programme decision-making.
- Support the tracking and monitoring of agreed early warning and anticipatory action indicators.

Data Analysis, Visualization and Reporting:

- Extract, analyze, and interpret programme data from assessments, monitoring activities, community intelligence systems, and reporting platforms.
- Produce regular analytical reports on project performance, indicators, achievements, trends, and gaps.
- Develop dashboards, maps, charts, infographics, and other visualization products using Power BI and other approved software.
- Support the production of community risk profiles, preparedness monitoring products, service mapping products, and situational analyses.
- Prepare monthly, quarterly, annual, and ad hoc reports as required.

Capacity Building and Technical Support:

- Provide technical support and training to programme staff, MEAL teams, partners, and community structures on information management tools and systems.
- Support capacity strengthening on data collection, data quality, reporting, analysis, and visualization.
- Develop user guidance materials and provide ongoing technical assistance to project teams.

Monitoring, Learning and Accountability:

- Support monitoring of project indicators and reporting requirements.
- Contribute to lessons learned exercises, information products, and programme learning initiatives.
- Support the collection, analysis, and utilization of community feedback and accountability data.
- Ensure information generated through community feedback mechanisms is incorporated into programming and decision-making.

Coordination and Information Sharing:

- Coordinate closely with Programme, MEAL, Protection, and Area Office teams to ensure effective information management and reporting.
- Support information-sharing and reporting requirements with relevant coordination platforms and stakeholders.
- Act as a focal point for information management requests related to the PfV programme.
- Contribute to the development of information products for internal and external reporting purposes.

Innovation and Continuous Improvement:

- Identify opportunities to improve information management systems, reporting processes, and data visualization products.
- Promote the use of digital solutions, automation, and evidence-based programming approaches.
- Contribute to organizational learning and continuous improvement of information management practices.

Professional competencies

Education:

- Bachelor's degree in information technology, Computer Science, Information Management, Statistics, Data Science, GIS, Monitoring and Evaluation, or another relevant field.

Professional Experience:

- Minimum 2-3 years of professional experience in information management, database administration, data analysis, or monitoring and reporting.
- Previous experience working in humanitarian, development, or recovery contexts.
- Experience working in complex and challenging operational environments.
- Demonstrated experience managing large datasets and information management systems.

Technical Competencies:

- Strong experience in designing and managing digital data collection tools, including Kobo Toolbox/Kobo Collect or similar platforms.
- Advanced knowledge of Microsoft Excel, including data cleaning, analysis, reporting, and dashboard development.
- Experience with Power BI or other data visualization platforms.
- Experience in data analysis, data quality assurance, validation, and interpretation.
- Experience developing reports, dashboards, maps, charts, infographics, and other analytical products.
- Knowledge of database management systems and information management workflows.
- Understanding data protection, data confidentiality, and information-sharing principles.
- Ability to support monitoring, evaluation, accountability, and learning (MEAL) processes through effective data management.
- Experience with GIS software, statistical analysis tools (SPSS, STATA, R), or other analytical platforms is considered an asset.

Personal Skills:

- Strong analytical and problem-solving skills.
- Excellent organizational and time-management abilities.
- Ability to work independently and prioritize competing tasks.
- Strong communication and interpersonal skills.
- Ability to work collaboratively with multidisciplinary teams and external stakeholders.
- Commitment to humanitarian principles, accountability, and inclusion.

Languages:

- Fluency in Arabic (written and spoken).
- Good working knowledge of English (written and spoken).

Behavioral competencies

- Planning and delivering results.
- Analysing and interpreting information.
- Working effectively with people.
- Communicating with impact and respect.
- Managing resources to optimize results.
- Handling insecure and rapidly changing environments.

We can offer

Duty station: North-West Syria Area Office (NWS) - Idlib

Required Number of employees: 1

Contract: Till the end of 2027. Renewable, based on funding and performance.

Salary/benefits: Grade 5 of NRC's salary scale ([NRC Grade profile](#))

NRC is an equal opportunity employer. We are committed to diversity without distinction to age, gender, religion, ethnicity, nationality, or physical ability.

Candidates who do not provide complete and detailed information in the online application form will not be considered.

The application deadline is 31 October 2026.

Learn more about NRC's operations in Syria [here](#).

Why NRC?

The Norwegian Refugee Council (NRC) is an independent humanitarian organization helping people forced to flee. Our 15,000 staff work in crises across 40 countries, providing life-saving and long-term assistance to millions of people every year.

[Watch this short video](#) to see NRC in action.

We are looking for people who are passionate about helping refugees and people forced to flee. Are you one of those people? If you are, NRC offers you the opportunity to:

- Do demanding and professional work, often in challenging contexts
- Join a work culture that empowers every employee to share ideas and take responsibility
- Be part of a welcoming and supportive community committed to human dignity

[Learn more about NRC](#)

To apply for this Vacancy, please copy the link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5198594342?link_source_id=0