

Job Description
Operations Coordinator, Damascus



Job Title:	Operations Coordinator
Reports to:	Reports to the Operations Director, with a dotted reporting line to the Country Director.
Liaises with:	Internally: All Syria Staff Externally: Govt Ministries, Local authorities, Other INGOs, Partners
Job Location:	Damascus
Contract Details:	One-year Fixed term
Job Purpose:	The Operations Coordinator is responsible for the strategic implementation and integration of Concern's operations and programmes in Damascus/Syria. This includes the overall management of the office(s) and effective representation of Concern to the Government and local authorities, INGOs and other stakeholders in the area of jurisdiction. He/She is also the overall security focal point for the area, ensuring, with support from the Operations Director and senior management team, regular monitoring of the security situation, daily tracking of staff movements, and the implementation of Concern's security policies and procedures by all staff members.
Main duties & Responsibilities:	Coordination, Government Liaison and Representation ● Act as Concern's focal point for engagement with relevant government ministries, departments and local authorities in Damascus, maintaining positive, transparent and constructive relationships. ● Lead and coordinate processes for obtaining programme approvals, permissions and required authorizations from relevant authorities. ● Represent Concern, as delegated, in coordination meetings and discussions with government authorities, INGOs, UN agencies, humanitarian partners and other stakeholders. ● Maintain effective relationships with relevant ministries, national authorities and key stakeholders, ensuring appropriate government focal points are identified for follow-up. ● Support senior management and relevant departments in preparing for and following up on meetings with government authorities and other stakeholders, including documentation and agreed actions. ● Facilitate government engagement required by programme and support departments and help resolve local coordination or administrative bottlenecks. ● Lead or contribute to negotiations, consultations and technical discussions with relevant ministries and authorities, as required. ● Monitor emerging government requirements, coordination challenges and changes in the operating environment, keeping the Country Office informed and proposing practical solutions.

- Share appropriate information on Concern's activities and promote constructive relationships and collaboration with relevant actors.

Strategic and Programme Support

- Support timely, quality programme implementation and promote integrated, coordinated responses to community needs.
- Participate in programme, operations and systems coordination, resolving operational or administrative bottlenecks and escalating where required.
- Conduct field visits as required, report findings to relevant teams, and ensure Concern offices and facilities in Damascus function effectively and comply with policies.

Base Management, Administration and Logistics

- Oversee administration, procurement, warehousing, fleet and facilities management for the Damascus base, in coordination with the Operations Director and relevant technical teams.
- Ensure Concern and donor procedures, controls and systems are understood, implemented and complied with.
- Ensure assets, inventories and stocks are accurately recorded, maintained and periodically verified.
- Review monthly procurement, warehousing, transport and administration reports and follow up on identified issues.
- Ensure the effective maintenance and functioning of Concern offices, warehouses, residences and programme facilities.

Manage administration and transport budgets and monitor expenditure against approved plans and procedures

Safety and Security Management

- Act as the overall security focal point for Damascus, monitoring the security situation and trends and providing timely updates to senior management.
- Organise and document regular security focal group meetings and ensure follow-up of agreed actions.
- Ensure staff and visitors understand and comply with Concern's Security Management Plan (SMP), SOPs and relevant safety procedures.
- Support regular review and updating of security plans and procedures with the Operations Director and Senior Management Team.
- Conduct security and risk assessments for new project areas, sites and operational modalities.
- Provide security briefings to new national and international staff and visitors, as required.
- Immediately report and coordinate the response to security incidents affecting staff, assets or operations.
- Ensure strict adherence to Concern's zero-visibility policy and other applicable security measures.

Team Management

	● Directly line-manage Administration and Logistics staff, providing clear objectives, work plans, regular feedback, performance management and development opportunities. ● Strengthen matrix management and effective communication between base staff and technical line managers. ● Monitor staff attendance and timekeeping and liaise with relevant line managers to address issues. ● Build staff capacity through coaching, mentoring, performance development and targeted training. ● Support recruitment of national staff, as required, in coordination with HR. ● Lead weekly base management meetings and ensure key actions and decisions are documented and shared with the Country Management Team. ● Ensure staff and partners comply with Concern policies, including the Code of Conduct, safeguarding, anti-fraud, equality and accountability standards. Accountability and Community Engagement ● Promote meaningful community participation and consultation throughout the project cycle in line with Concern's commitments under the Core Humanitarian Standard (CHS). ● Support relevant colleagues to ensure the Complaints and Response Mechanism (CRM) is functional, accessible and responsive. ● Ensure communities and programme participants receive appropriate information on CRM, safeguarding and expected staff behaviour. Staff Wellbeing and Other Responsibilities ● Promote staff health, wellbeing and available support services within the Damascus base. ● Perform other duties as requested by the Operations Director. ● During emergencies, actively support Concern's Syria emergency response, regardless of normal location or area of responsibility, in line with the organisation's humanitarian objectives.
Emergency response	Concern is committed to responding to emergencies efficiently and effectively in order to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and Syria Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization.
Person specification:	Essential - University degree in relevant field - At least 5 years' experience in a senior management position - Extensive experience in dealing with local authorities, national and international NGOs/UN agencies in Damascus. - Excellent verbal and written communication in English and Arabic. - Strong analytical, reporting and networking skills - Excellent computer skills with high proficiency in using Microsoft Word, Excel and PowerPoint programs - Ability to work under pressure -

Desirable

- Highly developed cultural awareness and ability to work well in a diverse, international environment.
- Established connections with various line ministries in Damascus.
- Well-organized and able to plan work accordingly
- Demonstrated ability to establish harmonious and effective working relationships, both within and outside the organization

Concern Code of Conduct and its Associated Policies

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies.

To apply for this vacancy, please fill out the form via the following link before the end of Sunday 11-October 2025

للتقديم على هذه الوظيفة يرجى ملء الرابط التالي قبل نهاية يوم الأحد 11 تشرين الأول 2026

<https://forms.gle/U2edvJav2rpX9Qmg9>