

Monitoring, Evaluation, Accountability, Learning (MEAL) Manager Syria - Damascus

Who are we?

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunities for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced. All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

DRC Syria

DRC has been operating in Syria since 2008, initially responding to the Iraqi refugee crisis before pivoting to a full-scale response to the Syria crisis from 2011 onwards. Our work encompasses the full cycle of displacement—responding to **life-saving humanitarian needs** and supporting community recovery until **durable solutions can be achieved**. DRC Syria takes an area-based approach to supporting internally displaced persons (IDPs), returnees, and host communities across our key sectors: Economic Recovery and Resilience, Protection, WASH, Shelter and Infrastructure, and Humanitarian Disarmament and Peacebuilding (including Humanitarian Mine Action).

With an established rapid response mechanism, DRC can **rapidly respond to emerging crises and shocks** to meet **acute emergency needs**. Recognizing the significant need for **early recovery and resilience programming** to ensure dignified, sustainable, and cost-effective solutions for fragile communities, DRC's programmes foster resilience for individuals and communities in situations of protracted displacement and during the initial stages of post-conflict recovery, towards a **durable solution of their choice**. With active portfolios in the neighboring countries of Jordan, Lebanon, Türkiye and Iraq, DRC offers a **cross-border, regional response** to the Syria crisis, through cross-border protection monitoring, advocacy, and trends analysis.

About the job:

Overall purpose of the role: The MEAL manager will work closely with the Head of Programme to strengthen DRC Syria monitoring, evaluation, learning, accountability systems. Ensuring that the country office is compliant with Core Humanitarian Standards 4 (Humanitarian response is based on communication, participation and feedback), 5 (Complaints are welcomed and addressed) and 7 (Humanitarian actors continuously learn and improve).

Responsibilities:

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Monitoring and Evaluation

- Assist the Programme Development department in developing strong standard indicators and logical frameworks for new projects (Master List of Indicators)

- Support in the creation of project, programme and country based logframes and MEAL plans, ensuring that indicators are SMART
- Support the Technical Coordinators and Project Managers with the active implementation of their MEAL plans, ensure MEAL plans are updated timely and MEAL findings are in place for all donor reports
- Coordinate with field staff to develop tools and methods to improve data collection for example, surveys, assessments, and beneficiary data
- Link with data and grants management tools developed to collect information and profiling. Support team to use these tools on all projects activities levels. (Excel, KoBo, Activity Info etc)
- Organize, participate, and collect field data and process / analyse this data
- Plan and implement or supervise assessments, evaluations and any other form of survey or review of projects. Undertake field trips and do physical observation on on-going projects
- Guide the regular sharing of MEAL findings with projects staff and implementing partners
- Undertake in-depth internal evaluations, especially on projects which will not have any external review
- Lead the implementation of Information Management (IM) platform and securely transfer large program field data, capacity build, train and support sectors and field staff to improve the field monitoring or any other monitoring needs
- Provide suggestions for information management solutions, including design, key features, user interfaces, automatic analysis, data mining and automated reports
- Finalise data collection tools, such as surveys and questionnaires developed by the MEAL team
- Ensure that DRC's Monitoring, Evaluation and Learning Minimum Operating Practices (MELMOPs) are understood and adhered to, completing the annual compliance check, and ensuring areas of weakness are incorporated into country-wide policy and/or practice
- Take the lead in recruitment, supporting and management of all external evaluation consultancies of DRC projects implemented in Syria, ensuring all projects align with HQ guidelines on evaluations (thresholds plus post evaluation efforts)
- Liaising with the HQ MEAL department to ensure compliance and understanding with all global standards, while at the same time, promoting to HQ experiences from the field to influence HQ policy and practice
- Implement and improve the country MEAL strategy in line with country needs and best MEAL practice, with practical guidelines which can be used and followed by the team and non-MEAL specialists
- Collate all project indicators and support Technical Coordinators to use pre-agreed indicators for core areas of work
- Ensure that national partners are systematically engaged in indicator development, data collection design, joint monitoring visits, and reflection processes to promote shared ownership of results.
- Lead the development of harmonised MEAL frameworks and tools that are accessible and adaptable for national partners.

Accountability

- Coordinate the design and implementation of accountability systems for DRC projects working closely with Area Managers and Technical Coordinators
- Build the capacity of staff to plan and implement effective accountability systems for the country programme
- Strengthen the country program's beneficiary and feedback complaint mechanism and set-up new systems as the program extends to new geographical areas
- Organisational focal point on Core Humanitarian Standards (CHS), ensuring local compliance and reviews across all standards. Liaising with regional colleagues responsible for accountability, compliance, and risk management.
- Ensure Community Feedback and Response Mechanisms (CFRM) are accessible to and co-managed with national partners where relevant, promoting transparency and shared accountability.

Learning and project quality

- Donor focal point for MEAL components of projects

- Participate in project Kick-off meetings, Grant Review meetings and Close-out meetings in order to highlight cross-project components aimed at replicating good practices and strengthening synergies between projects or programmes
- Lead and facilitate learning events, and ensure that learning is documented and made accessible to the relevant staff
- Regularly present key MEAL findings to the Senior Management Team for further development
- Support DRC's aim for further strengthened integrated programming and actively propose ways of achieving this, using MEAL findings
- Ensure learning events systematically include national partners and contribute to joint reflection, adaptation and institutional strengthening.
- Promote documentation and dissemination of lessons learned related to localisation and equitable partnerships.

Team Management & Capacity Building

- Lead the Syria MEAL team (line management and technical supervision of MEAL and IM staff)
- Lead the recruitment of MEAL staff
- Provide capacity building to MEAL and non-MEAL staff of both DRC and partners in key areas of project planning, MEAL, Qualitative and Quantitative research techniques, and analysis.
- Lead structured MEAL capacity strengthening initiatives for national partners, including joint assessments, mentoring plans, peer learning, and progressive delegation of analytical and reporting functions.

Budget management

- Budget holder of MEAL budgets. Ensuring all projects have adequate MEAL budget for effective MEAL work, and prioritizing spend according to core needs

Other

- Perform other duties as directed by the Head of Programmes.
- Ensure adherence to DRC national staff policy guidelines and Code of Conduct.
- Ensure compliance with DRC AGD policy and AGD programmatic minimum standards.
- Ensure compliance with the zero-tolerance to Sexual Exploitation and Abuse policy

Experience and technical competencies: (include years of experience)

a) Essential

- Minimum of 5 years of work experience within the field of monitoring and evaluation, of which 3 in a similar management role
- Experience working with International NGO's, UN agencies, line ministries and/or local authorities, preferably in migrants/refugee settings in complex emergencies;
- Experience working in monitoring and evaluation of Protection, Shelter and Settlements, Economic Recovery, Humanitarian Disarmament and Peacebuilding, and WASH sectors
- Experience in developing/ guiding information management systems for large humanitarian programs
- Experience in participatory assessment and community-based monitoring approaches;
- Clear understanding of Core Humanitarian Standards (CHS);
- Experience with capacity building of staff around MEAL, and in convening and facilitating trainings and workshops
- Excellent analytical and report writing skills (English)
- Knowledge of gender and protection mainstreaming; a commitment to apply an age, gender and diversity (AGD) approach to monitoring, evaluation, accountability and learning.

b) Desirable

- Excellent interpersonal skills and demonstrated ability to establish effective and working relations with local staff and other stakeholders;
- Experience living and working in a cross-cultural, multi-sector, insecure, remote area environment, under team condition

Education (include certificates, licenses etc.)

- A bachelor's degree in a relevant field (development, social research preferable with a focus on monitoring and evaluation as well as compliance issues).

Master's degree in relevant field will be an asset

Languages

(indicate fluency level)

- English (fluent)
- Arabic (fluent)

Key stakeholders: (internal and external)

- Senior Management
- Area Management
- Technical Coordinators
- National Partners
- MEAL peers in other INGOs and NGOs
- HQ MEAL (Global HQ and MENA Regional Office)

In this position, you are expected to demonstrate DRC's five core competencies:

- **Striving for excellence:** You focus on reaching results while ensuring an efficient process.
- **Collaborating:** You involve relevant parties and encourage feedback.
- **Taking the lead:** You take ownership and initiative while aiming for innovation.
- **Communicating:** You listen and speak effectively and honestly.
- **Demonstrating integrity:** You act in line with our vision and values.

We offer:

Contract length: 1 June 2026 till 31 Decemeber 2026 (Extension based on performance and funds)

Level: Management - F1

Location: Damascus

Expected Start date: 1 June 2026

Application process

Interested? Then apply for this position by clicking on one of the links below:

Advertisement link: [MEAL MANAGER - LINK OF ADVERTISEMENT](#)

Direct application link: [MEAL MANAGER DIRECT APPLICATION LINK](#)

All applicants must send a cover letter and an updated CV (no longer than four pages). Both must be in the same language as this vacancy note. **CV only applications will not be considered.**

Applications close on **4 May 2026**.

Need further information?

For further information about the Danish Refugee Council, please consult our website www.drc.org

DRC as an employer

By working in DRC, you will be joining a global workforce of around 6500 employees in around 35 countries. We pride ourselves on our:

- Professionalism, impact & expertise
- Humanitarian approach & the work we do
- Purpose, meaningfulness & own contribution
- Culture, values & strong leadership
- Fair compensation & continuous development

DRC's capacity to ensure the protection of and assistance to refugees, IDP's and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process.

If you have questions or are facing problems with the online application process, please visit drc.ngo/jobsupport.

Danish Refugee Council is an equal opportunity employer and we consider all applicants based on individual merit and qualifications, regardless of personal characteristics or attributes. We are committed to increasing the diversity of our workforce, aiming for a 50% balance of men and women in management roles and ensuring that at least 50% of management roles are filled by national staff. We recognize that a diverse and inclusive team is crucial for achieving our organizational goals and making a positive impact on the communities we serve.