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, Daraa, Hama, Hassake 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) programs work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

**1. Role and responsibilities**

## Generic Responsibilities:

1. Adherence to NRC policies, guidance, and procedures.
2. Plan and carry out field level implementation of Shelter and WASH activities, in line with project implementation plans and as directed by project manager.
3. Monitor and report the technical guidance and ensure compliance with the technical quality of projects.
4. Provide regular progress reports to the Shelter and WASH Manager and timely report any issues pertaining to the implementation of activities.
5. Ensure that projects target beneficiaries most in need of assistance based on the well-defined criteria and targeting approach.
6. Collaborate with relevant partners at field level, local authorities, project beneficiaries, local leaders, and community groups.
7. Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies, and Syria-specific explanatory notes; Report any breaches/concerns, in a confidential manner, through NRC Syria Country Office reporting channels.
8. Promote and secure a safe working environment for reporting concerns/breaches, and that all cases reported are processed in a confidential and sensitive manner.

## Specific responsibilities:

1. Project Support and Implementation:
    - Assist in the initiation of shelter and WASH projects at the area level.
    - Collaborate in planning a coordinating; and Executing of Shelter and WASH projects while adhering to NRC's quality standards, project log frames, and donor requirements.
    - Conduct needs assessments and area profiling for current or prospective operational areas.
    - Ensure rigorous monitoring and quality control of assigned project activities; and partner implementations (if any).
    - Ensure high quality of data collection, supervise and conduct field visits, review/prepare regular project documents (BoQs, Scope of work, drawings, specs and other ITB technical documents) as well as the CoCs, Variation orders for project activities.
2. Administrative and Logistical Coordination:

- Timely administrative, logistical, and financial documentation necessary for project execution in compliance with NRC procedures.
- Conduct the bids technical evaluation for Shelter and WASH projects and share the result with the management.
- Assist in the recruitment and management of casual resources needed for project execution, ensuring their work is documented effectively.

3. Technical Support and Capacity Building:
   - Develop and maintain the specialized body of knowledge related to the areas of work related to the position to be most effective in supporting the team.
   - Provide technical guidance to Shelter/WASH Technical Assistants, aiding in work plan development and capacity enhancement.
   - Ensure that all shelter and WASH projects are compatible, standardized and have the same scope and appearance.
4. Monitoring & Evaluation (M&E):
   - Support the MEL team during the implementation of post-monitoring and evaluation activities in alignment with the Syria Response M&E Strategy.
   - Support the MEL team in collecting project output and outcome data, assessing beneficiary satisfaction, and evaluating the quality of implemented works, recommending improvements as necessary.
   - Engage in lessons-learned exercises to enhance future project implementations.
5. Protection Mainstreaming:
   - Ensure protection principles are integrated into all shelter and WASH projects, prioritizing beneficiary safety, dignity, and diverse needs.
   - Facilitate meaningful access to NRC's services and ensure accountability and participation of affected populations.
6. Collaboration:
   - Foster and maintaining a collaborative environment among team members, (Shelter/WASH project team, other core competency teams and support teams).

## Scale and scope of the position

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| Staff: | Not Applicable |
| Stakeholders: | Key external stakeholders the post has relationships with (e.g. UN agencies, INGOs, local NGOs, civil society, governmental bodies, local community focal points, Contractors, Suppliers, Consultants). |
| Budgets: | Not Applicable |
| Information: | Project databases, INTER AGENCY GUIDELINES FOR CASE MANAGEMENT, Global Protection Cluster, NRC SharePoint, GIS platforms, Google, Sphere Handbook, , etc. |
| Legal compliance: | or Terms of employment, anti-corruption policy, NRC program policy, donors regulations |

## Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

Strategy and Programme Shelter specialist and WASH specialist Development:

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| Implementation: | Shelter and WASH management and other CCs. |
| Area Operations: | Shelter and WASH management and other CCs. |
| Support Services: | Support Team (logistics, Human Resources, Finance, Access and Security). |
| Monitoring: | Shelter and WASH management and MEL team. |
| Staff Capacity Building: | Shelter and WASH management and Human Resources. |

## Generic professional competencies

Competition is important for the employee and the organization to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

Generic professional competencies:

- Bachelor's Degree with a minimum of (5) years of working experience in studying and supervising construction or rehabilitation of projects (ie: Schools, Bakeries, Markets, Houses, Boreholes, Water Systems, Sewer networks and solar systems for infrastructure projects).
- Educational degree must be in one of the following specializations: Architecture, Civil Engineering, Hydraulics and Water Engineering, Electrical Engineering, Mechanical Engineering or equivalent.

Context related skills, knowledge and experience:

- Knowledge of the context in Northeast Syria.
- Knowledge of building codes and standards in Syria in general.
- Knowledge of computer skills (MS Office software, CAD software), and knowledge of other essential Engineering software is a plus.
- Experience working in complex and volatile, contexts.
- Willing to travel to remote areas and field locations, and flexible with working hours including weekends when required.
- Fluency in Arabic and English, both written and verbal.

2. Behavioral competencies

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| Handling insecure environments | • • Complying with security guidelines, plans and standard operation procedures<br>Identifying, reporting and avoiding behaviour that can introduce greater risk to staff, the organisation<br>• or beneficiaries<br>Understanding and keeping oneself informed of the local context and nature of threats<br>• Taking care of personal health. |
| Planning and delivering results | • • Being able to break down a project/activity into achievable tasks<br>Ensuring that activities are relevant, well planned and implemented according to strategies,<br>• procedures and donor requirements |

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| | • Completing assigned tasks according to deadlines Monitoring processes and adjusting plans if necessary<br>• Making decisions by analysing relevant information, developing appropriate solutions, providing reasons for decisions and taking action. |
| Working with people | • • Setting a positive example for others by being accountable for own behaviour and actions<br>• Addressing problems by focusing on solutions, not obstacles<br>• Displaying a high level of cultural awareness<br>Willing to carry out tasks that are important for colleagues' work achievement<br>• Demonstrating gender sensitivity. |
| Analysing | • Assessing needs quickly and accurately and examining consequences of different options by using NRC policies-and relevant field experience<br>• Having a strong capacity for absorbing large amounts of information, verifying critical elements and communicating conclusions rationally. |
| Communicating with impact and respect | • • Communicating in a professional way; speaking and writing clearly, efficiently and with respect<br>Adapting communication styles to the situation and different people (e.g. with sensitivity towards<br>• their ethnicity, religion, culture and/or gender)<br>Presenting the actual situation by keeping superiors and teams informed about both positive and negative information but always respecting confidentiality of sensitive information. |
| Coping with change | • • Accepting new ideas and necessary change<br>• Adapting well to a range of working situations, changing environments and different people<br>Handling criticism well and learning from it<br>• Coping with stress and pressure. |

## 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 Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework

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**Additional Information**

Contract period: Up to one year, renewable based on need, availability of fund and satisfactory performance.

Salary/benefits: According to NRC's salary scale and terms and conditions

Duty station: **Shelter & WASH Officer G5, NES (Hasakeh, Deir Ez-Zor, Qamishli & Raqqa)**

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

JD - AO NES - Shelter and WASH Officer - Multible.pdf