



PROGRAM OFFICER

Location: Idleb.

Position Status: Full-time, Regular

Salary Level: As per salary scale

About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action; helping people triumph over adversity and build stronger communities from within. Now, and for the future.

Program / Department Summary

Mercy Corps seeks to alleviate suffering, poverty, and oppression around the world. We recognize that instances of sudden change within a country or region are rare moments to enact significant, lasting change. Mercy Corps, with its global experience working in countries undergoing major transitions, brings knowledge, expertise, and strong management skills to position the agency as a partner of choice for progressive change in Syria. Mercy Corps has been operational in Syria since 2012 as a leading agency implementing triple nexus programming in one of the world's most complex humanitarian crises. Millions of Syrians remain displaced, essential services are degraded, and communities struggle with economic collapse, food insecurity, and limited access to healthcare, water, and protection services. At the same time, localized stability in some areas has created opportunities for early recovery and transition.

Mercy Corps humanitarian and development bridges emergency response with resilience-oriented approaches, ensuring that lifesaving assistance continues while communities begin to rebuild systems, livelihoods, and social cohesion. Mercy Corps is expanding its scope of programming to accelerate a shift by fast-tracking critical support and strengthening local capacities for a sustainable humanitarian transition. Mercy Corps' focus is to rapidly deliver lifesaving assistance to crisis-affected populations in Syria while enabling a strategic humanitarian reset that strengthens local systems, enhances resilience, and supports a transition toward early recovery and stabilization.

General Position Summary

The Program Officer will be responsible for the planning, coordination, and supervision of Cash Voucher Assistance (CVA) and water infrastructure activities implemented in the IDP and host communities across Idleb Governorate. This includes leading technical assessments, preparing Bills of Quantities (BoQs), overseeing rehabilitation and construction works, coordinating with local authorities and community committees, and ensuring compliance with quality and safety standards.

The Program Officer will lead field-level implementation, support contractors and technical teams, and ensure that works are completed according to design, budget, and timeline. The position will also play a key role in building the capacity of community water committees and local operators to ensure long-term system sustainability. The Program Officer will represent Mercy Corps at the field level with local

authorities, partner organizations, and other stakeholders, ensuring effective coordination and accountability throughout project implementation.

Essential Job Responsibilities

1. Technical Planning and Implementation

- Coordinate closely with the Humanitarian Response Coordinator to plan, implement, and monitor water infrastructure activities in host communities.
- Conduct technical site assessments, identify priority needs, and prepare designs, technical specifications, and cost estimates for rehabilitation works.
- Develop and maintain work plans and implementation schedules, ensuring activities progress in line with project objectives and timelines.
- Supervise construction and rehabilitation works, ensuring compliance with approved BoQs, designs, safety, and quality standards.
- Verify completed works and prepare documentation for certification and payment processing.

2. Contractor and Field Supervision

- Monitor contractor performance on-site, ensuring quality assurance, adherence to timelines, and compliance with Mercy Corps' SOPs and environmental standards.
- Conduct regular site visits, prepare progress reports, and escalate any technical or logistical issues that may affect implementation.
- Support the Program Coordinator in managing contracts, variations, and site instructions as needed.

3. Coordination and Community Engagement

- Liaise with water directorates, and community committees to ensure effective coordination and ownership of project activities.
- Facilitate community consultations and awareness sessions to ensure transparency and participation throughout implementation.
- Ensure smooth handover of rehabilitated systems to the relevant authorities or community committees, with clear operational and maintenance guidance.

4. Capacity Building and Knowledge Sharing

- Support in training community water committees or operators on maintenance, repair, and basic water quality monitoring.
- Contribute to internal learning by documenting lessons learned, best practices, and technical challenges for future program improvement.

5. Reporting and Compliance

- Prepare weekly and monthly progress reports, including site updates, technical issues, challenges, and recommendations.
- Maintain accurate and complete records of all technical evaluations, BoQs, completion reports, photos, and other documentation.
- Ensure file retention and data storage in both digital and physical formats in line with Mercy Corps standards.

6. Other Duties

- Represent Mercy Corps professionally in all interactions with authorities, communities, and partners.
- Perform any other tasks assigned by the supervisor to support successful program delivery.

Organizational Learning

As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects

Supervisory Responsibility: WASH and MPCA Assistants

Reports Directly To: Humanitarian Response Program Coordinator.

Works Directly With: Program teams Mercy Corps relevant regional TRaQ team; MEAL department; grants department, and staff from partner(s) organizations.

Minimum Qualifications

- University degree of Civil, Architectural Engineering, Water, Mechanical Engineering or relevant field
- At least four years' experience in WASH activities in projects.
- At least two years' experience in working on construction projects, WASH infrastructure rehabilitation.
- Knowledge of Emergency WASH supply, sanitation, Hygiene promotion and infrastructure rehabilitations.
- Experience in emergency response, including rapid assessments and needs analysis.
- Fluency in written and spoken Arabic and good command in English.
- Strong organizational skills and experience working with local NGOs are needed.
- Reporting skills, and computer skills are required.
- Preferably strong Command and knowledge of AutoCAD software.

Success Factors

- High self-organization skills.
- Ability to manage and coordinate with different members/levels of a team.
- High level of confidentiality.
- Ability to work under pressure.
- The ideal candidate must be highly motivated and positive. They must be detail oriented as well as organized to handle multiple tasks and work well with the team.

Team Efficiency and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work. We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact.

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct eLearning courses upon hire and on an annual basis.

Employees Commitment towards Safeguarding:

- Actively learns about safeguarding and integrates it into their work including with external stakeholders and direct reports if applicable.
- Practices the values of Mercy Corps as detailed in the Code of Conduct and safeguarding policies including respecting the dignity and well-being of community participants and fellow staff members.
- Holds themselves accountable for making appropriate decisions that impact community members and team members.
- Takes responsibility for their personal and professional behavior.
- Encourages openness, transparency, and communication in their team; encourages team members to make any reports if they have any concerns using internal reporting mechanisms (i.e., Integrity Hotline, HR etc.)
- Demonstrates a high level of integrity and treats others with respect.

Personal Consent:

The organization collects your personal data for the purposes of managing the organization's recruitment related activities as well as for organizational planning purposes globally. Consequently, the organization may use your personal data in relation to the evaluation and selection of applicants including, for example, setting up and conducting interviews and tests, evaluating and assessing the results thereto and as is otherwise needed in the recruitment processes including the final recruitment.

The organization is an international organization consisting of multiple affiliated companies in various countries. The organization has international sites and uses resources located throughout the world. Your data may be held on secure platforms globally, including outside of the EU. All personal data whether relating to recruitment or employment, is held on a secure platform and system which is subject to regular testing and audit. Unless stated in the job description that the post involves other organizations with which the information will be shared as part of the recruitment process, your personal data will only be shared with third parties where consent is given.

The organization participates in the Inter-Agency Misconduct Disclosure Scheme (the "Scheme") (www.schr.info/the-misconduct-disclosure-scheme). Accordingly, we request information from a job applicant's previous employer(s) about any investigations which found that the applicant committed sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents of misconduct under investigation when the applicant left employment. By applying, you confirm your consent to the organization collecting your prior employment history under the Scheme as part of the application process. Your data will be stored for up to four years.

Important Notice: Mercy Corps never charges candidates any fees at any stage of the recruitment process. If you are asked to make a payment for a job opportunity claiming to be from Mercy Corps, it is a scam.

All official communication from Mercy Corps will come from an **@mercycorps.org** email address. We do not contact candidates via Gmail, Yahoo, WhatsApp, or other unofficial channels.

If you receive a suspicious job offer, please report it to us immediately.

HOW TO APPLY:

Interested candidates can follow the links below to fill in their information and attach CVs not later than **April 25, 2026:**

[Program Officer](#)

Organization reserves the right to accept or reject any or all CV(s) without assigning any reason.

Only short-listed candidates will be contacted for the interview.