

Country Safety Access and Liaison Manager

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).

DANISH REFUGEE COUNCIL

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APPLY FOR POSITION

Application due:
12/12/2026

Workplace:
Damascus

Department/Country:
Syria

Contract type:
Expatriate or national contract

Homepage:
drc.ngo

ABOUT DRC

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.

Founded in 1956, DRC Danish Refugee Council is Denmark's largest, and a leading international NGO. We have continuously been ranked as one of the best NGOs in the world - and are one of the few with a specific expertise in forced displacement. In around 30 countries, we protect, advocate and build sustainable futures for refugees and other displacement-affected people and communities.

Overall purpose of the role:

The Safety Access and Liaison Manager oversees the implementation of DRC's Safety Risk Management System (SRMS) , as well as access and Liaison with relevant stakeholders in Syria.

This encompasses monitoring the safety situation at DRC's operational hubs across the country, implementing effective safety risk management solutions, analysing safety-related developments and conducting regular Security Risk Assessments. In addition, the Safety, Access and Liaison Manager is responsible for delivering context-specific safety and access training, maintaining strong engagement with staff and key stakeholders, and providing the Country Director with regular updates on safety, security, access and liaison matters, including relevant analysis, recommendations and proposed courses of action.

The successful candidate will supervise, manage and provide oversight to the Liaison/Access Specialist, and two field-based Officers, ensuring coordinated and effective engagement with relevant stakeholders on matters related to visas, registration, and access.

The Safety Access and Liaison Manager also plays an important role in strengthening capacity sharing with DRC's local partners.

Duties and Responsibilities:

Safety Risk Management:

- Oversee the implementation of the Safety Risk Management System (SRMS) and corresponding tools, procedures, and mitigation measures in consultation with the Regional Safety Coordinator.
- Ensure Safety-related procedures are presented in a comprehensible manner to DRC Syria staff to enforce a Safety culture that is accepted and appreciated by employees.
- Facilitate Safety Risk Assessments (SRAs) on regular and ad hoc basis.
- Drive the design and implementation of Standard Operating Procedures (SOPs) related to the safe implementation of program activities in coordination with Area Managers, Head of Programme and Head of Humanitarian Disarmament and Peacebuilding (including Humanitarian Mine Action).
- Maintain relevant safety documentation, data, and records for the areas of concern.
- Be responsible for the implementation of context-specific Minimum Operating Safety Standards (MOSS) and regularly assess the physical safety of DRC facilities and accommodations.
- Apprise the Safety Level System (SLS) in coordination with the two Officers
- Consolidate and maintain the Critical Incident Management Plan (CIMP), ensuring that all staff are familiar with its procedures and understand their roles and responsibilities in the event of an incident.
- Monitor the evolving situation in the area of DRC programming in coordination with other actors and other DRC staffs.
- Management and tracking of DRC staff movements (domestically and internationally) in coordination with other DRC staffs including the Admin Team Leader.
- Provide safety risk analysis during project development process, expansion of activities and reduction/restructuring phases.
- Provide safety briefings and orientations to all new and visiting DRC staff as well as other key stakeholders visiting DRC programmes.
- Advise on the procurement of Safety-related equipment, facilities and other resources.
- In close coordination with the Administration team, ensure the effective and compliant safety management of staff accommodation, office facilities, and guesthouse arrangements.

Coordination, Supervision, Training and Incident Response:

- Coordinate Safety, access and liaison operations in DRC's areas of operation and synchronize the work of all country-based Safety professionals in close coordination with the Area Managers.
- Actively participate in DRC internal coordination forums to address Safety, Access, and Liaison components, including, but not limited to, Extended Senior Management Team (ESMT) meetings, grant review sessions, kick-off meetings, and Go/No-Go decision processes etc…
- Represent DRC at external Safety, security and liaison coordination meetings with INGOs, UN agencies and other humanitarian and development actors.
- Monitor and track the movement and status of DRC staff in the field.
- Mentor and provide technical supervision to all dedicated DRC Syria Safety, access and liaison employees as well as part-time Safety and access focal Points.
- Provide demand- and policy-driven Safety advice and training.
- Participate in regional training initiatives in coordination with the Regional Safety Coordinator.

- Be an essential part of DRC Syria 's critical incident management, provide timely and accurate incident high level reports/analysis, and support organizational lessons learned.
- Direct immediate responses to incidents and support staff in the process.
- Provide briefings to IMT members on their roles and responsibilities, and ensure that alternate members are identified, properly briefed, and fully prepared to assume their duties when required.
- Develop the capacity of Incident Management Teams by regularly conducting drills.
- Maintain a DRC Syria communication tree, including but not limited to WhatsApp Safety alert messages and ensure members are aware of their roles and responsibilities.
- Ensure smooth and effective internal coordination with relevant colleagues, including Area Managers and HR and Administration teams, Fleet team, Supply Chain team and lead follow-up on cross-cutting issues.
- Provide briefings to SMT members on security analysis and contextual updates.

Partnership:

- Coordinate with partners to ensure structured and inclusive capacity strengthening, in line with equal-partnership and localisation principles. This includes
  - reviewing partners' safety, access, and liaison policies and procedures;
  - proposing relevant revisions and adaptations;
  - documenting findings and developing action plan
  - delivering tailored training and Training-of-Trainers (ToT) support;
  - and promoting two-way capacity sharing to learn from partners' expertise and contextual knowledge.
- Provide support to partners in incident management processes.
- Assist partners in implementing joint activities, ensuring alignment with safety and access requirements.

Quality assurance of safety-related policies, protocols, procedures, and regulations, including:

- Regular SRA, MOSS & SLS audits of all Programme areas.
- Assess the implementation of physical and asset protection protocols and regulations
- Ensure that appropriate access controls are in place for all DRC facilities as per the SOPs
- Conduct regular site assessments and advise on mitigation measures and action plan

Liaisons - Access

- Ensure the organization remains informed of new regulations, procedures, and policy changes affecting operations.
- Supervise the Liaison and Access Specialist and serve as the secondary focal point for obtaining visas, residence permits, work permits, and other documentation required for DRC staff and visitors, in close coordination with relevant staffs.
- Monitor the visas record and follow up with the team to request or renew visas.
- Support the Country Director to ensure that MoUs and other sub-agreements are processed in a timely manner and that all documentation and process requirements relating to DRC's registration are effectively met.
- Establish a network of contacts with relevant government offices, Immigration and other units, represent DRC and actively participate to related meetings.
- Coordinate with Area Managers for governorates level authorities for high level meetings.
- Managing the road travel for Expats travelling inside and outside the country (in coordination with neighbouring countries' Safety staffs) and act as the main focal point during emergency such as evacuation.
- Build strong required relations with government entities and local authorities to ensure safe and smooth implementing interventions.
- Receive documents and communications from authorities, in collaboration with liaison and safety staff, and share them with the Country Director for review and follow-up.
- Raise up to CD's attention any requests from local authorities for a discussion and feedback.
- Draft and assisting in finalizing projects reports, annual reports and submission to the relevant donor when needed and stakeholders in timely manner.
- Support the update of the Risk Register in collaboration with SMT Members.
- Carry out other activities as requested by the Country Director.

Required Qualifications

- To be considered for this position, candidates must have a minimum of 5 years of experience in a security-related field, with at least 3 years in a management position as a Security, safety or Access Manager or Advisor for an NGO in a high-risk context.
- Proven experience in context and security analysis, advising humanitarian personnel, and developing and updating Standard Operating Procedures (SOPs) and contingency plans is essential.
- Candidates should also have experience in incident and crisis management, conducting safety training for both international and national staff, and capacity building and strengthening of staff and partners.
- The ability to provide timely, clear and concise written analysis, prioritize tasks under pressure, and work effectively with minimal supervision is required.

- Proficiency in common software packages, map design and the ability to mentor and guide team members and partners in safety, security and liaison issues are also necessary.

Education:

Essential qualification

- Master's degree or equivalent, alternatively: bachelor's degree with vast work experience.
- Participation in Safety training (HEAT, Safety management, first aid, TOT, etc) and corresponding certificates will be viewed favorably.
- Excellent skills in MS Word, Excel, and PowerPoint
- Previous experience in safety & security within a humanitarian field is required.

Languages:

- Arabic (native speaker)
- English (fluent)

In this position, you are expected to demonstrate DRC' 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 year (Renewable, based on performance and fund availability).
- **Salary Level**: Management – F level 1 (Based on DRC's salary scale)
- **Location**: Syria, Damascus.
- **Expected Start date**: As soon as possible

Application process

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

Direct application link: Talentech - Country Safety Access and Liaison Manager - Application Form

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**.

Application close on: **12 December 2026**

The applicaitons will be reviewed on a rolling basis

DRC reserves the right to conduct tests and interviews before the closing date and can close the advertisement earlier in case of finding a suitable candidate.

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 6000 employees in approximately 30 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.

DRC

About DRC

DRC Dansk Flygtningehjælp

03:07

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