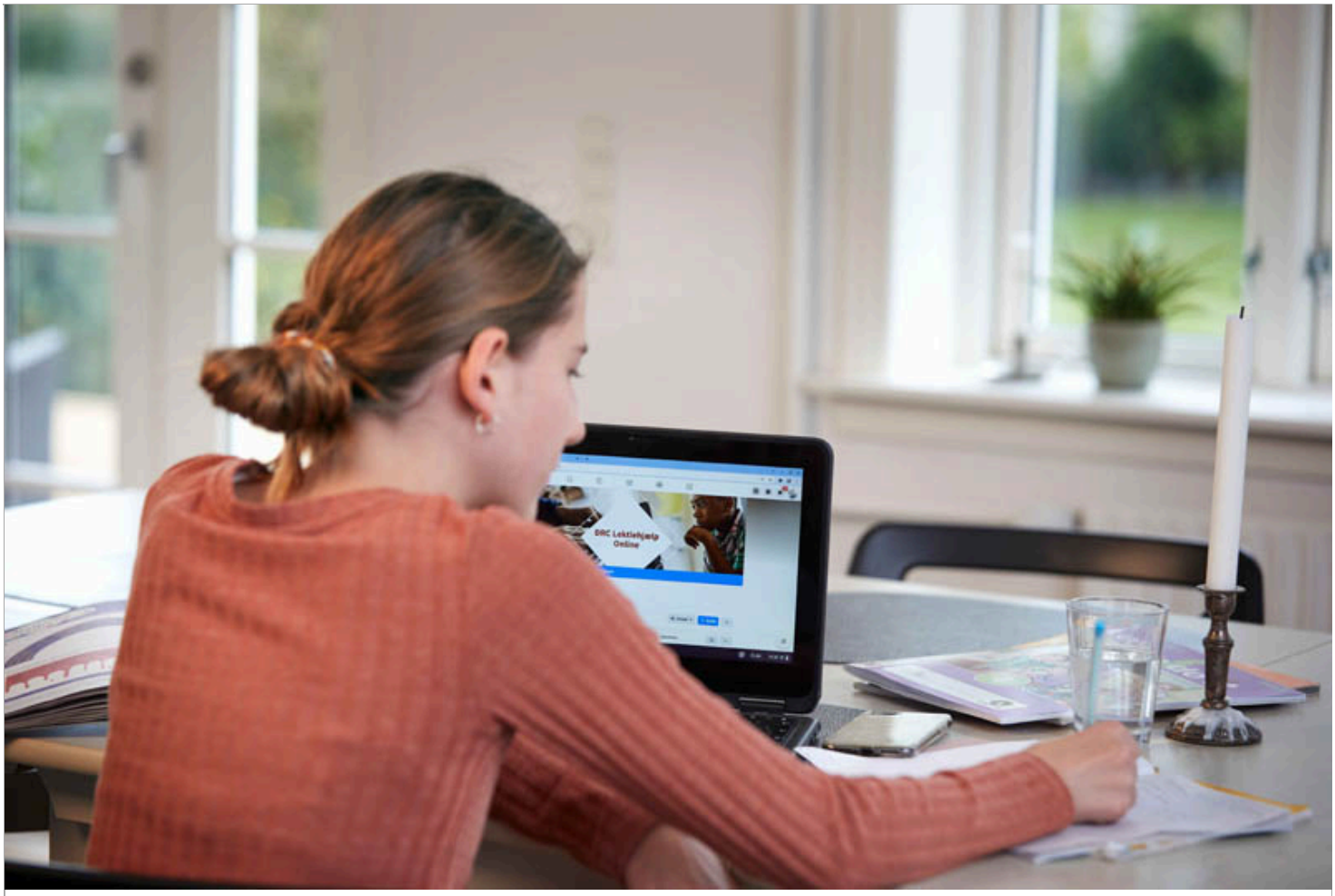


HR & Administration Manager - Re-advertisement

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

DANISH REFUGEE COUNCIL

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APPLY FOR POSITION

Application due:
11/26/2026

Workplace:
Damascus

Department/Country:
Syria

Contract type:
National contract

Homepage:
drc.ngo

ABOUT DRC

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 neighbouring 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:

HR & Admin Manager will lead and manage Human Resources functions, provide overall advice, coordination, and management to the Human Resources and Administration team, and ensure efficient support to the program in accordance with existing DRC policies and procedures. The role provides strategic HR leadership to support programme delivery, strengthens HR systems across country and area offices, and contributes to partner compliance and capacity strengthening initiatives in line with DRC partnership standards.

Responsibilities:

The key responsibilities outlined below are not exhaustive; additional duties, including ad hoc tasks, may be assigned to support the effective fulfillment of the role's overall purpose.

Human Resources Policies and Support

- Maintain and update Staff Human Resources Handbooks as necessary.
- Proactively pursue continuous process improvement in Human Resources related practices to enhance the quality and efficiency of output/delivery.
- Work closely with HQ HR unit for strategic HR and operational matters and contextualize global policies to Syria context.
- Implement DRC's HR systems and procedures at the national level.
- Prepare monthly and ad hoc HR analyses and reports.
- Ensure safe and standardized personnel filing of personnel documents in all offices.
- Actively promote PSEA (Prevention of Sexual Exploitation and Abuse) standards & principles within DRC and amongst beneficiaries served by DRC.
- Ensure staff data base is up to date and lead during safety/medical evacuation of staff.
- Actively participate in INGO HR working groups and present up to date information and HR trends in Syria to Senior Management
- Lead on the due diligence process of local NGOs.
- Coordinate with local NGOs for their capacity building needs and share best practices and templates to enhance capacity of partner NGOs.
- Support HR-related due diligence assessments of national NGO partners in coordination with the Partnership Coordinator.
- Provide HR compliance guidance to partners where required, particularly on safeguarding, PSEA, recruitment standards, and labour regulations.

Management

- Lead and manage the Human Resources team (including people planning, performance, well-being, and development).
- Provide technical support, advice, and capacity-build the Human Resources team.
- Advise and assist line managers in Human Resources related issues and concerns.
- Develop and rollout clear roles and responsibilities of HR and Admin team in CO and Area offices
- Ensure that Mission organizational chart is up to date as per current staffing.
- Develop and monitor annual HR and Administration budget in close coordination with Finance Manager
- Ensure HR support structures adequately serve both direct programme implementation and partner-based project modalities.
- Provide HR strategic inputs to the Senior Management Team on workforce planning, localisation of staffing, and organizational development

Recruitment, development, and people planning

- Drive and support recruitment and selection activities ensuring compliance with the recruitment process.
- Work with the senior management team and senior staff on staff retention strategies and initiatives.
- Ensure proper onboarding process.
- Ensure oversight and consistency in position titles and grades, across the country Programme.
- Digatalize HR and Admin workflows in close coordination with IT department to attain process efficiencies.
- Contribute to workforce localisation strategies where relevant.

Performance, well-being, and compensations & benefits

- Proactively respond to and manage performance counseling, employee grievances, and disciplinary issues as required, with a focus on building manager's competency and ensuring that documentation is well-kept.

- Implement the DRC performance management system including developing the capacity of managers to implement effective performance management.
- Link performance reviews to staff development, assess training needs and develop a robust training programme.
- Act as an impartial mediator in disciplinary procedures and ensure it is administered in an equitable and fair manner and meets all legal and labor regulations and requirements
- Lead people well-being initiatives.
- Support in reviewing salary structure in partnership with the Senior Management team and coordinating annual compensation review process and compensation adjustments.

Compliance & Capacity Building

- Ensure compliance with the local labor law within Syria and Internal DRC polices and donor compliance.
- Conduct regular visits to field offices to ensure compliance with HR policies and procedures.
- Provide capacity-building support to HR and Admin staff.
- Support line managers to manage employee relations.
- Training, support, control, and development of HR teams in all offices, and support and training of all staff with HR responsibilities/ personnel management.
- Prepare annual capacity building plan for the entire mission and keep close monitoring of completed and pending trainings

Administration

- Develop and maintain relevant trackers (e.g. leave, R&R, Guest house, clock in and out etc.) in coordination with managers and field sites.
- Monitor contract end dates and proactively liaise with managers regarding extension or end of contract.
- Coordinate the staff exit process.
- Work closely with Liaison and Access specialist to ensure oversight of the management of visas, entry permits, alien registration, and work permits.
- containing the essential information for DRC service providers and consultants towards effective internal management and administration.
- Liaison with Legal advisors, local institutions, authorities, and ministries in all matters related to administration and relevant to DRC operations in the country.
- Responsible for the proper functioning of all offices and DRC guesthouses and equipment. Ensure that insurance for the premises and equipment is updated at all times.
- Management of an effective central mailing system in the Country Office.
- Ensure legal compliance with country regulations and laws with respect to NGOs Act and labor laws.

Experience and technical competencies:

- Minimum 5 years of working experience in Human Resources with at least 3 years in a Human Resources Specialist/management role in large organizations or INGOs.
- Experience working with national NGOs or partner organizations is an asset.
- Familiarity with safeguarding and PSEA frameworks in humanitarian organizations.
- Proven leadership skills and competence in people management.
- Extensive knowledge of local labor law.
- Excellent skills in handling and advising on complex people management issues.
- Experience in developing Human Resources strategies, policies, and driving implementation.
- Experience using an online system for recruitment.
- Full professional proficiency in English.

Education: University degree in Human Resource Management, Business, Law, or Social Science. Internationally recognized HR certifications like CPHR, CHRM etc. is preferred.

Languages:

- Arabic - Fluent
- 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**: 12 Months (Extension based on performance and funds).
- **Level**: Management F
- **Location**: Damascus

- **Expected Start Date**: 1 January 2027

Application process

Interested? Then apply for this position by clicking on the link: Talentech - HR & Administration Manager - Re-advertisement - 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**.

Applications 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.

Applications close on **26 November 2026**

NOTE: Due to the urgent need to fill this position, the applications will be reviewed on a rolling basis.

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.



About DRC

DRC Dansk Flygtningehjælp

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Apply for position