
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. NRC started its activities in Syria in mid-2016.

In 2024 NRC has reached with humanitarian assistance more than 699,313 individuals across Syria in the Governorates of Damascus, Rural Damascus, Daraa, Homs, Aleppo, Hama, Idleb, Hassakeh, Qamishli and Raqqa

NRC will continue to apply an integrated programming approach, where Education, Information, counselling and legal assistance (ICLA), Shelter/WASH, Livelihoods and Food Security and (LFS) programmes, and Protection from Violence work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information:

The CFM Technical Assistant contributes to accountability to affected population, quality programming and organizational learning through the development and operation of NRC's Community Feedback Mechanism.

Role and responsibilities

The CFM Technical Assistant supports the CFM Team Leader in setting up CFM system and tools and ensuring the systems are implemented effectively, feedbacks are processed and dealt with according to the SOPs and are used for learning and quality programming. This is achieved through operation and improvement of a centralised Community Feedback Mechanism. Moreover, the CFM Technical Assistant will play a key role in capacity building on accountability principles across the area office programme.

Qualifications

Generic professional competencies:

1. Adherence to NRC policies, guidance, and procedures.
2. Ensure compliance with Community Feedback Mechanism (CFM) tools, handbooks, guidelines and standards.
3. Maintenance and operation of the CFM and referral system according to SOPs and guidelines.
4. Provide technical support and capacity building on the CFM and the referral system for project staff.
5. Assess, promote and document suggestions for technical improvement and further development options based on the feedback received through CFM.
6. Promote the rights of displacement-affected population in line with the humanitarian standards and the advocacy strategy.
7. Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies and Syria-specific explanatory notes.
8. Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels.
9. Promote and secure a safe working environment for reporting concerns/breaches, and that all cases reported are processed in a confidential and sensitive manner.

Personal qualities

Generic Professional Competencies

- Experience from working directly with affected/local communities within an international or local organisation in a humanitarian/recovery context.
- At least 2 years of experience in an NGO, preferably in beneficiary reception and/or counselling, community feedback, or customer service department.
- Good knowledge and understanding of humanitarian standards and principles of accountability to affected populations.
- Ability to transfer knowledge to diverse audiences through training, mentoring, and other formal and non-formal methods.
- Ability to analyse and integrate information from a wide range of sources.

Context related skills, knowledge and experience:

- A university degree is required.
- Ability to receive and handle confidential and sensitive information (highly approachable, trustworthy, and confidential).
- Knowledge of NRC programming in Syria is desirable but not essential.
- Mastery of IT tools (MS Office package, internet, e-mail, etc.).
- Previous experience in cleaning and analysis data,
- Analysis and narrative reporting.
- Excellent knowledge of English, both written and verbal.

Behavioural competencies:

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, the following are essential for this position:

- Working with people
- Planning and delivering results
- Communicating with impact and respect
- Handling insecure environments

We can offer:

- Duty station: SCS Homs - Syria
- Contract: Fixed-Term Employment Contract Till the end of 2026. Renewable, based on funding and performance.
- Salary/benefits: Grade 4 of NRC's salary scale (NRC Grade profile)
- NRC is an equal opportunity employer. We are committed to diversity without distinction to age, gender, religion, ethnicity, nationality, or physical ability.
- We think outside the box, encourage ideas, and give responsibility to all employees at all levels. You will have many opportunities to be heard and take the initiative.

IMPORTANT Considerations:

- The application deadline is 24 October 2026
- Candidates who do not provide complete, detailed information in the online application form may not be considered.

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

https://23109900.webcruiter.no/Main/Recruit/Public/5193501202?link_source_id=0