

SYRIA NGO FORUM DEPUTY DIRECTOR

Position Description

Location Syria - Damascus

Position Status Full-time

Salary Level (Refer to the Country Salary Guidelines)

Current Team Member NA

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.

About the Syrian NGO Forum

The Syria NGO Forum (SNGOF) is a unified coordination and representation body that brings together 175 international and national non-governmental organizations delivering humanitarian and development assistance across Syria. The SNGOF was established in response to the evolving political and operational landscape following the transition in Syria in late 2024. Officially launched in September 2025, it builds on years of experience from previous NGO coordination structures under the Whole of Syria system, particularly the hub-level platforms that supported NGO engagement and dialogue. The Forum works to strengthen NGO coordination, representation, and collective advocacy, amplifying NGO voices and supporting members to deliver effective and principled assistance to communities in need.

The Forum's core function is to support its members by providing coordination, representation, and common positioning. Its mandate is delivered through five inter-related functions: coordination and representation, advocacy and common positioning, knowledge exchange, promote localization, foster partnerships.

As of December 2025, the SNGOF includes 175 member organizations — 87 international NGOs and 70 national NGOs. In addition, eighteen national civil society networks and observers participate. Membership is open to NGOs with active humanitarian or development programming inside Syria that adhere to humanitarian principles, are registered or registering in Syria, operate ongoing programs, and maintain independence from political or governmental influence.

Forum members are active across all regions of Syria, with operations in multiple subnational hubs. They work across all humanitarian sectors as well as early recovery and resilience, basic services, peacebuilding, social cohesion, governance support, and durable solutions. Members bring extensive regional and global experience in complex crises, contributing valuable knowledge and capacity to the Syria response.

The Forum operates under a dual-chamber governance model (INGO and NNGO chambers) with joint oversight through a Forum Board and implementation supported by a dedicated Secretariat, led by the Forum Director.

General Position Summary

The Deputy Director (DD) will lead high level workstreams, support the Secretariat, and stand in for the Director as required to ensure continuity of operations. The position holder will be an Arabic speaker responsible for leading the national NGO dialogue and engagement within the Syria NGO Forum, ensuring inclusivity, coherence, and synchronization with the overall strategy of the Forum. She/he will lead the NNGO Chamber and ensure meaningful participation of Syrian NGOs in Forum processes and strategic decision-making. The Deputy Director will drive the Forum's localization agenda, with a focus on equitable partnerships, representation, and capacity strengthening. This person will also maintain close engagement with Syrian NGO networks, national platforms, and community-based organizations, ensuring integration of local NGO voices into national coordination and advocacy efforts, and leading on localization priorities in line with the Grand Bargain and global commitments. The DD will also act as the Forum's focal point on humanitarian access, supporting members in navigating access constraints, including bureaucratic impediments, documenting challenges, and liaising with relevant actors. Further to this, the Deputy Director will be in charged with all donor reporting, in coordination with the Host Agency. The Deputy Director will also have a number of secondary duties, shared with the Director and requiring full operationality and knowledge including budget management, as well as systematic donor and UN engagement. A versatile role in a highly dynamic environment, the role is intended to backstop the Director, remain responsive to shifting context, and demonstrate mature leadership while able to technically support senior leadership of the Secretariat in all areas; advocacy, access, operations and intersectoral coordination.

Essential Responsibilities

Representation and Coordination

- Work with the SNGOF Director and Secretariat to maintain appropriate relationships and communication with relevant coordination stakeholders (United Nations, HCT, ISCG, HAWG, Sectors, Donors, Networks and Platforms, etc).
- Provide advocacy support to SNGOF membership and the PAWG as required.
- Attend local or regional coordination meetings to represent access priorities and provide briefings to external stakeholders on humanitarian access issues.
- Work with developing humanitarian access policy positions and recommendations on issues relevant to the work of the Forum.
- Understands and disseminates the importance of neutrality and independence of SNGOF.
- Facilitate regular engagement with national and international stakeholders across the humanitarian-development nexus.

Strategic Engagements & Governance

- In coordination with the SNGOF Director, maintain a healthy relationship with local governance structures as required – with a focus on enhancing authorities' knowledge of the NGO response and taking the lead on negotiations as required to maintain humanitarian access and space to conduct humanitarian operations.
- Lead strategic planning and execution of the Forum's workplan under the supervision of the Forum Board.
- Facilitate governance processes, including General Assembly and Chamber Assemblies, ensuring transparency and inclusivity.

- Provide strategic oversight to technical workstreams and thematic groups, ensuring alignment with Forum priorities.
- Responsible for the identification and realization of new key workstreams as required, in response to the evolving humanitarian situation, and as identified of relevance to the Forum membership.
- Increase SNGOF participation and support to specific task forces and working groups, as well as increased support to specific sectors, if necessary.

Access & Advocacy

- Participation and representation in coordination meetings relating to humanitarian access, convened by both humanitarian and non-humanitarian counterparts, including regular meetings conducted by local authority offices, as required.
- Coordinate with the OCHA Humanitarian Access Working Group (HAWG), as necessary on an ad hoc basis.
- Support on workstreams related to the monitoring, analysis and maintenance of humanitarian access for NGOs in Syria, including the bi-annual Access Severity Analysis led by OCHA Regional Office for the Middle East and North Africa (ROMENA); and design/oversight of Humanitarian Access Strategy.
- Support joint policy and advocacy initiatives on key humanitarian and development issues together with the Policy and Advocacy Manager.
- Support development and endorsement of joint positioning papers, policy briefs, and public statements.

Reporting (internal & external)

- Provide regular reporting on meetings, discussions, and external engagement with authorities, which can be disseminated to a wider audience, including Forum members.
- Lead on development and dissemination of humanitarian context & policy updates.
- Provide inputs and support to the drafting of ad hoc and regular reports.
- Responsible for donor budget (BVA) reporting through Host Agency systems.
- Responsible for donor narrative reporting through Host Agency reporting systems.

Supervisory Responsibility

Admin & Membership Officer, Consultants if relevant.

Accountability

Reports Directly To: SNGOF Director

Accountable to: SNGOF Membership and the SNGOF Board. Administratively to the Host Agency Team Lead/Country Director.

Works Directly With: SNGOF Secretariat, SNGOF Members; Coordination counterparts; United Nations; Authorities.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding

international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

Minimum Qualification & Transferable Skills

- MA or equivalent in international human rights law, humanitarian studies, or similar qualification required.
- Significant NGO-specific coordination experience is essential for this role. Can be combined with a minimum of 7 years of programmatic/operational field experience in NGOs and/or UN (OCHA).
- Preference for previous Syria experience. Familiarity with the previous Whole of Syria structure preferred.
- Demonstrated success working effectively and respectfully with host country government, INGO, NGO partners, UN, Civ-Mil, and other stakeholders in complex, ongoing, chronic and acute conflict environments.
- Proven understanding of international humanitarian response architecture, including cluster/coordination mechanisms, humanitarian reform and action, and funding mechanisms.
- Dedication to the core humanitarian standard and clear understanding of the application of humanitarian principles in conflict settings.
- Understanding International Humanitarian Law is essential. With experience interpreting/explaining international humanitarian law to non-humanitarian partners.
- Experience with remote program management/coordination contexts is important.
- Demonstrated experience in coordination and/or lead advocacy roles, preferably within formal coordination structures and/or advocacy consortia.
- Successful and proven negotiation, communication, and organizational skills.
- Successful track record of leading medium-sized teams to success, effective budget management, and success working with dual supervisory groups.
- Ability to work effectively with an ethnically diverse stakeholder base in a sensitive environment.
- Operational experience preferred, with IT systems, budget, and reporting experience.
- Fluent speaking and writing in Arabic and English; knowledge of Kurdish an asset.

Ongoing Learning

In support of our belief that learning organizations are more effective, efficient and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development

Team Engagement 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 committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

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 and have signed on to the [Interagency Misconduct Disclosure Scheme](#). 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.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercy Corps.org).

الصون و الأخلاق

ميرسي كور تلتزم بضمان المعاملة اللائقة واحترام جميع الأفراد اللذين نتواصل معهم من خلال عملنا، سواء كانوا أعضاء الفريق أو أعضاء المجتمع أو المشاركين في البرامج أو غيرهم. نحن ملتزمون بالمبادئ الرئيسية المتعلقة بمنع الاستغلال والإساءة الجنسية التي وضعها الأمين [نظام الإفصاح المتبادل بين الجهات الفاعلة في](#) وقد وقعنا على (IASC) العام للأمم المتحدة واللجنة الدائمة للتنسيق بين الوكالات الإنسانية حالة السلوك الغير اللائق. عند التقديم لهذا الدور، يؤكد المتقدم أنه لم ينتهك في السابق سياسة السلوك الجنسي، والاستغلال والإساءة الجنسية، صون الأطفال، أو الاتجار بالبشر لأي جهة عمل. ميرسي كور لن تتسامح مع إساءة معاملة الأطفال أو الاستغلال الجنسي أو الإساءة أو التحرش من قبل أو بسبب أعضاء فريقنا. كجزء من التزامنا تجاه توفير بيئة عمل آمنة وشاملة، من المتوقع أن يتصرف أعضاء الفريق بطريقة في جميع الأوقات. كما [بسياسات وقيم مدونة قواعد السلوك الخاصة بمنظمة ميرسي كور](#) مهنية، تحترم القوانين والعادات المحلية. والالتزام يتطلب من جميع أعضاء الفريق إكمال دورات التعليم الإلكتروني الإلزامية لقواعد السلوك عند التوظيف وذلك بشكل سنوي.

كمقدم للوظيفة، إذا كنت قد شهدت أو تعرضت لأي نوع من أنواع السلوك الجنسي الغير لائق خلال عملية التوظيف، يرجى الإبلاغ عن ذلك إلى خط النزاهة في منظمة ميرسي كور (integrityhotline@mercy Corps.org).

RECRUITMENT SCAMS & FRAUD WARNING

Mercy Corps has become aware of scams involving false job offers. Please be advised:

Recruiters will never ask for a fee during any stage of the recruitment process. All active jobs are advertised directly on Job.sy.

Official Mercy Corps emails will always arrive from a @mercy Corps.org email address.

Please report any suspicious communications to ((integrityhotline@mercycorps.org))

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 link below to fill in their information and attach CVs not later than **July 28, 2026**:

[Syria NGO Forum Deputy Director - Damascus](#)

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.