
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 Raqqah. 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

1. Receive communication from beneficiaries on NRC feedback channels; logging and entering data in the database, acting and following up on each case according to the SOPs.
2. Contribute to building awareness on the knowledge of the CFM with programme and support teams in the area office, as well as among partner organizations.
3. Support the development of awareness-raising materials on the CFM for distribution among beneficiaries and target groups.
4. Contribute to raising the awareness on the complaint mechanisms in place among beneficiaries and target communities, as well as key external stakeholders.
5. Contribute to triangulation of the monitoring evidence through documenting and reporting feedback received through CFM.
6. Contribute to assessing the preferred feedback channels among beneficiaries, in an effort to ensure that NRC CFM channels are relevant and trusted among the community.
7. Monitor the effectiveness and efficiency of the CFM, the level of satisfaction of users, and other aspects according to the SOP.
8. Conduct the mapping of the services available within the geographical area of responsibility, both internally and externally.
9. Maintain and improve CFM database, tracker, and other tools.
10. Prepare periodic analyses and reports (according to the SOP).
11. Organize and participate in monthly meetings with Core Competency staff and other units.

Our Ideal Candidate

- University degree is required.
- Knowledge of NRC programming in Syria is desirable but not essential.
- Previous experience in handling complaints is a plus.
- Mastery of IT tools (MS Office package, internet, e-mail, etc.).
- Excellent knowledge of English, both written and verbal.

Additional Information

- Duty station: North-West Syria Area Office (NWS) – Idlib
- Required Number of employees: 1
- Contract: Till the end of June 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.
- Candidates who do not provide complete and detailed information in the online application form will not be considered.
- The application deadline is 1 February 2026.

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5068752726?link_source_id=0