Safety & Security Officer
Location: Qamishli Syria
Position Status: Full-time, Regular
Salary Level: (Refer to the relevant salary scale)
Risk Level: ☐ **Level 3** ■ **Level 2** ☐ **Level 1**

(Level 3: Frequent contact with participants, direct contact with children, access to sensitive data, and/or high level of accountability.
Level 2: Some contact with participants; unplanned non-direct contact with children.
Level 1: Likely to have no contact with participants or sensitive data)

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.

The Program / Department / Team (Program / Department Summary)

Mercy Corps has been meeting the needs of conflict-affected communities inside Syria since 2012. Mercy Corps Syria currently operates from Jordan and Syria with an experienced team of staff and partners who are supported and led by a Country Team based in Amman that ensures consistent, technical and quality driven programming. Mercy Corps implements a range of activities aimed at supporting positive coping strategies by addressing the basic needs of vulnerable families while strengthening opportunities to generate income, increasing access to livelihoods creating protective environments, and providing associated services and enabling social cohesion through our safe, protected, productive and peaceful community's framework (SP3). The safety and security department assist the programs and operations teams in Security and access related issues to facilitate safer programming for all staff and participants.

The Position (General Position Summary)

Under the direction of the Syria Safety & Access Advisor, and in coordination with the Program and Project officers, the Safety and Security Officer will be responsible to ensure that MC management is well informed, in a timely manner about the security and safety situation in Syria in general with a focus on NES. This includes information about the armed conflict, tensions, social streams, crime, and any other relevant issues in the communities and areas where MC is operating.

Essential Responsibilities (Example Section Below - Adapt to Specific Role, Safeguarding Responsibilities are required for all roles)

Situation Monitoring and Reporting (40%)

1. Stay informed (through media, social media, contacts, etc.) about the safety and security situation in NES on daily basis.
2. Verify acquired information through secondary sources.
3. Liaise with and build trusted professional relationships with key figures from different communities, and maintain this network for the purposes of situational understanding and access.

4. Maintain regular contact with field staff about security situation in their respective areas.
5. Inform the MC Senior Safety & Security Manager about the safety and security updates.
6. Staff Tracking: Track vehicle movements and staff movements where and when required until the safe, arrival to destination.
7. Contribute to maintaining up-to-date mapping on areas of conflict.
8. Responsible for the translation of relevant statements
9. Reporting:
    a. Daily Risk Ratings per location
    b. Monthly Go / No-Go for key roads and districts
    c. Incident Reports and Incident Log – always up to date
    d. Risk Assessment – quarterly minimum
    e. Flash Reports – immediate dissemination of critical incidents in our area of work

Operational Security (40%)

1. Conduct security assessments of MC sites, and new sites, and identify safe havens, checkpoints and other key factors critical to our safe operations and contingency plans in NE Syria. Lead a Risk Assessment process that is accurate and inclusive and includes risk mitigation measures and strategies. This will be documented.
2. Help with preparations of field visits. Advise and prepare documented SOPs for travel in all areas including routes, roads, weather, stop-overs, check-in and turn-around timings.
3. Accompany, and interpret for, MC expatriate staff when required during field trips.
4. Maintain regular contact with field staff about security situation in their respective areas.
5. Request and Review the weekly/daily movement of staff in the field, and provide immediate advice in cases of staff planning to go to a dangerous area. Maintain a whiteboard of all staff movements.
6. Will conduct safety and road checks daily, recommend approval or non-approval for travel, and coordinate with other Mercy Corps teams on travel.
7. Will respond to local-level security incidents and support team members and partners in their safe and amicable resolution.
8. Maintain and update active list of all phone numbers for local Aseyish and relevant authorities located within Mercy Corps area of operations and travel route.
9. Inform the MC Security Manager and the Senior Security Officer in case of any security incident in MC area of operation which may have direct or indirect implication on MC.

Safety Management (20%)

10. Maintain training records of all staff training pertaining to safety – First Aid, Fire-Fighting, HEAT etc…
11. Check and maintain all safety equipment – instigate and maintain routines
12. Provide NES-relevant security advice and training to staff, and implementing partners in areas of operation on Safety and Security matters, particularly to female members of the team on sensitive issues

SAFEGUARDING RESPONSIBILITIES

- Actively learns about safeguarding and integrates it into their work, including safeguarding risks and mitigations related to their area of work.

- Practices the values of Mercy Corps including respecting the dignity and well-being of participants and fellow team members.
- Encourages openness and communication in their team; encourages team members to submit reports if they have any concerns using reporting mechanisms e.g., Integrity Hotline and other options.

Supervisory Responsibility

Office Watchmen

Accountability

Reports Directly To: Safety & Access Advisor
Works Directly With: Security team, Program Team, Support Team

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

- Minimum 2-3 years' field experience
- Strong understanding of security issues, threats, risks, and the vulnerabilities of humanitarian staff.
- Understanding of security management, and preferably experience within an INGO
- Previous experience of NGO and humanitarian agencies or any other community level work
- Experience in media monitoring and liaison (including social media)
- Strong understanding of local dynamics and authorities in Syria, particularly in N-East.
- Demonstrated skills in problem solving, planning, organizing, analysis and reporting.
- Strong interpersonal skills, particularly regarding liaison and training competencies
- Commitment to humanitarian principles, particularly neutrality and impartiality
- High school diploma or higher education, but ideally a graduate
- Demonstrated skills in planning, organizing, analysis and reporting.
- Computer literate; strong MS-Excel and MS Word skills
- Good spoken and written English, Arabic, Kurdish. Confidence in communicating in all these languages, and wiliness to develop better communication skills.
- Strong analytical and organizational skills, and ability to work simultaneously on multiple tasks
- Familiarity with mapping programmes, e.g. Google Earth, is an asset
- Ability to interact effectively and sensitively with international and national personnel, as well as with project partners, local authorities and any other community stakeholders and key figures and community members
- Ability to conduct oneself with sensitivity and respect toward others, be polite and able to listen well to others.

Success Factors

A successful Security Officer demonstrates integrity, sound judgment, and strong situational awareness in supporting safe humanitarian operations. They communicate effectively, build positive relationships with staff and stakeholders, and remain calm and professional under pressure. The role requires discretion, adaptability, cultural sensitivity, and a proactive approach to identifying and managing security risks. Over time, success is reflected in the ability to strengthen security awareness among staff, support informed decision-making, and contribute to a safe and secure working environment that enables program objectives to be achieved.

Living Conditions / Environmental Conditions

The position is based in Qamishli and it requires up to 50% travel to support country programs, which may include travel to insecure locations where freedom of movement is limited and areas where amenities are limited. Housing for this role is in individual housing and staff will have access to good medical services and the living situation is of a high standard.

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@mercycorps.org).

الصون والأخلاق

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 العام للأمم المتحدة واللجنة الدائمة للتنسيق بين الوكالات الإنسانية ،(IASC) وقد وقعنا على نظام الإفصاح المتبادل بين الجهات الفاعلة في حالة السلوك الغير اللائق. عند التقديم لهذا الدور، يؤكد المتقدم أنه لم ينتهك في السابق سياسة السلوك الجنسي، والاستغلال والإساءة جنسية، 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 مهنية, تحترم القوانين والعادات المحلية. والالتزام بسياسات وقيم مدونة قواعد السلوك الخاصة بمنظمة ميرسي كور في جميع الأوقات. كما يتطلب من جميع أعضاء الفريق إكمال دورات التعليم الإلكتروني الإلزامية لقواعد السلوك عند التوظيف وذلك بشكل سنوي.

كمتقدم 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@mercycorps.org)

Accountability To Participants

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our participants and to international standards guiding international relief and development work, while actively engaging participant communities as equal partners in the design, monitoring and evaluation of our field projects.

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 links below to fill in their information and attach CVs not later than **December 06,2026**
Safety & Security Officer

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.