

JOB VACANCY ANNOUNCEMENT- MSF OCB

Job Title	Social Media Officer (SMO)
Employer	Médecins Sans Frontières - Belgium
Duty Station	Damascus
Deadline for applications	16 th September 2026
Contract status	Service Agreement for 6 months (Renewable)
Type of contract	Full time
Start Date	October 2026

Introduction about MSF:

Médecins Sans Frontières (MSF) / أطباء بل حدود is an international, independent, medical humanitarian organization that delivers emergency aid to people in 70 countries who are affected by armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender or political affiliation and our actions are guided by medical ethics and the principles of neutrality and impartiality.

We offer basic healthcare, perform surgery, fight epidemics, rehabilitate and run hospitals and clinics, carry out vaccination campaigns, operate nutrition centers, and provide mental healthcare. Our activities include the treatment of injuries and disease, maternal care and the provision of humanitarian aid. Where necessary, we set up sanitation systems, supply safe drinking water, and distribute relief to assist survival.

Check the links:

[Médecins Sans Frontières أطباء بل حدود](#)

[Médecins Sans Frontières T-shirt م: طب أطباء بل حدود - م](#)

Main Objective of the position:

MSF uses public communications to support its medical humanitarian action, to bear witness on the crises it works in, to make its work known to the public, and to secure and sustain public support for its social mission, including through fundraising and recruitment efforts.

The purpose of the Social Media Officer (SMO) is to implement digital communications strategies and activities in direct support of MSF's medical humanitarian programmes and social mission.

Accountabilities:

Community management

- Publishes content and builds the audience of MSF social media accounts.
- Interacts with followers and responds to audience comments and questions in a timely manner.
- Develops FAQs common audience questions and specific Q&As as needed, including the ability to explain MSF operational information to users as needed.

Content production, curation and publication

- Produces, edits, curates and publishes content on and for MSF social media accounts including local digital channels
- Identify appropriate tools for target audiences, collect material and adapt them to target audiences
- Produces a calendar for production and dissemination on MSF social outlets and schedules posts.
- Keeps up with new technologies and trends in Syria, suggesting new creative formats to optimise MSF's use of digital tools and channels
- Ensures that MSF's communications guidelines (ethical, diversity equity and inclusion, AV, logo, etc) are followed in all content directly collected and produced.
- When necessary (if possible) executes simple paid campaigns/posts to augment the reach of MSF's digital communications.

Digital monitoring, social listening, crisis management

- Monitors topics of relevance to MSF and MSF mentions (using tools such as talkwalker, crowdangle, google alerts, etc) and identifying trend and opportunities for MSF to engage.
- Reports problematic online mentions of MSF to supervisors
- Identifies misinformation and disinformation campaigns impacting MSF and proposes ways to address them.
- Reports problematic comments in the MSF social media accounts and suggests ways to manage.
- Supports online monitoring during crisis management when necessary.

Develops digital strategy: implementation and tactics

- Suggests improvements to communications initiatives according to objectives and desired audiences based on analytics and outputs on digital engagement.
- Supports the development of a digital strategy in line with the overall operational communications strategy
- Helps to update the digital assessment, taking into account frameworks and changes in the policies of social media companies that may affect MSF ability to reach audiences online
- Ensures digital tidiness and security of social media accounts (applies social media security guidelines, reviews and updates account details, ensures brand consistency, handover and closure documents, etc).
- Uses online marketing techniques to support objectives.

Reporting

- Periodically reports and measures performance and contributes to setting Key Performance Indicators (KPIs),
- Evaluates audience engagement and analyses the impact of actions through analytics dashboards.

Internal stakeholder engagement and collaboration

- Encourages MSF staff to use the social media guidelines.
- If needed for communications strategy, enrolls, trains MSF social media ambassadors in MSF projects.
- Collaborates with other MSF communications teams in the country and the broader region (when relevant) to coordinate initiatives and content dissemination.
- Liaises with social media experts within the MSF communication network for technical support and advice on strategies and practices (Digital focal point, Digital Advisors, Digital working group)

MSF Section/Context Specific Accountabilities

The SMO position will be based in Damascus coordination office in Syria (travels and visit to project as needed).

MSF operational set-up in the country:

MSF has five operational centres working in Syria covering 11 out of 14 governorates across the country.

MSF comms set up in the country:

There is one intersectional social media officer: You are intersectional with five MSF sections. There are two field communications manager - country based staff (in northeast and one intersectional field communications manager (FCM) for five sections based in Damascus, Syria. There will be one intersectional field communications office. The intersectional FCM is the line manager of both FCO and SMO

MSF communications network and other networks in the country:

Field communications Managers, Field Communication Officers in the country.

Communication Advisors (CA) and Digital Focal point

Digital Working Group

MSF hubs and A/V team at HQ

Social media officers of health authorities and other organisations

Communications accountabilities:

- Conduct daily monitoring
- Support Digital Advisor in digital assessment
- Development and implementation of digital strategy including content calendar
- Produce social media campaigns and packages throughout the year as per the annual plans.
- Conduct social media monitoring and report any posts of importance or rumours to relevant section CAs and focal point Digital Advisor
- Produce monthly report on performance of content and accounts

Requirements:

Education

Essential: University degree in a relevant field such as journalism, communication Development, Political science or International Relations

Experience

- Candidates without a University of College education may be considered if they possess significant additional experience (5-plus years) in social media management, monitoring and content production.
- Essential: At least 2 years of professional experience in social media management and community building, social media content production and messaging, social media monitoring and reporting
- Experience in humanitarian settings is an asset

Languages

- Essential: Proficiency minimum B2 in English.
- Native or native proficiency of Arabic language

Knowledge

- Social media landscaping, community management, disinformation and analysis,
- Social media monitoring / reporting,
- Design, implement and evaluate social media strategies/plans,
- Managing institutional social media accounts (Facebook, Twitter, Instagram, ...),
- Producing content for social media

Application process:

The interested applicants should submit their applications, with the CV, and with supporting documents (certificates, diplomas etc.) to Médecins Sans Frontiers, People and Workforce department via the link below:

<https://forms.gle/KZedCXMqsvzPDJTUA>

Please save your CV and certificates with your name.

DEADLINE FOR SUBMITTING THE APPLICATIONS: 16th September 2026 4:30PM.

We are an equal opportunity employer; we do not charge a fee for any applications received.

Qualified Female applicants are highly encouraged to apply.

Only short-listed candidates will be contacted