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## **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. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance to more than **600,000 people** particularly in the Governorates of Damascus, Aleppo, Qoneitra, Dara'a, Hama, Hassake and Rif Damascus, out of which more than 152,000 people reached in 2020 with the provision of more than 255,000 services and moving forward to reach more during 2021.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes 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**

### Generic responsibilities

1. Ensure adherence with NRC policies, tools, handbooks and guidelines
2. Implement delegated HR & Admin function portfolio according to plan of action
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents
5. Promote and share ideas for improvement of the support function
6. Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies and Syria-specific explanatory notes.
7. Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels.
8. Promote and secure a safe working environment for reporting concerns/breaches, and that all cases reported are processed in a confidential and sensitive manner.

### Specific responsibilities

#### HR:

- Manage the entire process of national staff recruitment up to grade «4» at area office level. Initiate and support CO with higher-level recruitment processes.
- Responsible for the induction process of new hires, including induction plans, following up mandatory online and classroom trainings; and probation period evaluation.
- Focal point at area office level for all medical insurance matters; ensure a smooth running process including following up on employees cases, processing billings and reimbursements, following up with employees on pending issues; provide feedback to country office focal point
- Monitor and review performance management system at AO level; ensuring that performance evaluation are carried out in a timely manner and followed up.
- In consultation with line managers, follow up individual development needs and source internal and external training provision as and when required. Update training tracker and report as required.
- Provide training sessions and capacity building activities to staff and HR focal points in the Area Office on topics related to HR operational processes and systems.
- Ensure that personnel filing, leave tracking and attendance system monitoring are carried out properly and according to NRC policies and procedures.
- Support payroll calculation through monthly reporting on entry, exit and other staff transactions.
- Management of all HR tasks related to contingent workers at area office according to NRC policies and SOP's; including recruitment, induction; payments and maintain updated database.

- Lead exit process for departing staff including exit clearance and calculation and exit interview
- Support staff care activities such as monitoring and keeping record of working injuries, sick leaves, and vaccination trackers.
- Prepare and process all official documents for staff in the respective area office (salary slips, employment certificates..etc)
- Advises line managers and staff on implementation of NRC HR policies and procedures
- Responsible for ensuring good data management, ensuring data is accurately uploaded and filed. Ensure that all the needed documentation for the internal and external audits are in place when required.
- Disseminates HR information and messages to all staff under area of responsibility.
- Contribute to the implementation and improvement duty of care and risk management initiatives and practices in the workplace.
- Answering employees' queries that related to jobholder function, and report/escalate any feedback to HR Management.
- Ensuring and report adherence to NRC's HR Handbook, Terms of Employment, Syrian Labour Law other NRC policies and donor requirements.
- Follow-up and manage disciplinary cases from investigation to action.
- Active collaboration in any other HR project.

#### Administration:

- Ensure cleaning and maintenance of NRC premises. Ensure offices and guest houses are ready up to the needs with necessary furniture, equipment and materials
- Draft lease agreements for NRC premises in collaboration with logistics, and initiate payments when due. Lead the identification of new premises when required
- Initiate payment of utility bills, maintenance costs, accommodation and venue costs
- Responsible for registration and payment of landlines, ADSL and mobile lines bills
- Manage the accommodation of staff and visitors in hotels, from booking to payment
- Initiate purchase of office stationery, kitchen supplies, office furniture, etc.
- Submit monthly reports to line manager: trackers (premises, electricity, water, landlines, kitchen supplies) and narrative report
- Prepare correspondence to third parties regarding admin matters, ensure delivery and proper filing of communication

#### Our Ideal Candidate

##### Generic professional competencies:

- 3 to 4 years' Experience in Human Resources Function, preferably in a humanitarian/recovery context
- Working with INGO is an asset.
- Bachelor's degree in related field (Human Resource, Business Administration, Human Sciences ...etc.).
- Fluency in Arabic and English, both written and verbal
- Previous experience in performing in complex and volatile contexts

##### Context related skills, knowledge and experience:

- Experience with Human Resources fundamentals & practices
- Hands on experience in handling recruitment processes

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- Knowledge in Syrian Labour and Social Security laws.
  - Experience with Office applications (Word-Excel, Access Visio and PowerPoint).
  - **Strong analytical skills and attention to details.**
  - **Strong communication, follow up and organisational skills.**
  - Good cultural awareness and sensitivity.
  - Excellent skills in MS office programmes (MS Excel, Word, PowerPoint, database)

### **Additional Information**

Contract period: Up to 31 December 2026, renewable based on NRC fund and performance.

Salary/benefits: According to NRC's salary scale **grade 5**, and terms and conditions

Duty station: **Syria, NES, Hasakah.**

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

[https://23109900.webcruiter.no/Main/Recruit/Public/5123002155?link\\_source\\_id=0](https://23109900.webcruiter.no/Main/Recruit/Public/5123002155?link_source_id=0)