

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.

Background

NRC will continue consolidating and expanding its access in Syria to support protection and resilience of displacement-affected populations through inspiring advocacy and an efficient response, anchored on evidence-based decision making, partnership with national responders, and community-driven processes. NRC will rely on highly competent and committed staff who embrace NRC core values, protection policies, and code of conduct, and a fit-for-purpose organizational structure to meet the strategic objectives.

In support of NRC's global strategy to have quality, accountability, and learning in its response, the MEL Officer aims to ensure accurate and timely information on program performance is available to improve decision-making, facilitate learning, and promote accountability. This supports program design and management and NRC strategy development in the field and across the organization.

Role and responsibilities:

The MEL Officer will support NRC's Area Office North-West, in monitoring the operations of all programs within the area office to support program management, facilitate learning, and promote accountability functions. The position will work with the MEL Coordinator and assistant in the area office and support the implementation of an appropriate M&E and information management system as per NRC's Global M&E standards in coordination with the MEAL unit at Country Office level.

Generic responsibilities

- Maintaining an appropriate reporting system for programme achievements and evidence.
- Support the establishment and maintenance of Feedback Handling Mechanisms and systems and ensure data is shared with the program and management for improvement.
- Contribute to organisational learning through the management of output and outcome data, technical analysis, lessons learned and M&E reports.
- Support facilitation of M&E specific trainings.
- Ensure compliance with NRC M&E and data policies.
- Liaise with other units on areas of common responsibility.
- Compliance and adherence to NRC policies, guidance, and procedures.
- Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies, and Syria-specific explanatory notes.
- Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels.

-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

- Supporting the implementation of the M&E strategy and MEL SOP in the area office.
- Ensuring that all M&E required tools and systems are in place and maintained within the area office (such as the M&E matrix) in coordination with MEL Coordinator and MEAL team at country office.
- Support programme staff in planning for and executing M&E activities, including data collection, data management, analysis and use through the development and use of M&E planning tools.
- Participating in grants opening meetings, grants review meetings, and grants closure meeting at area office level.
- Compile the area office progress and achievement for output and outcome data on a monthly basis in NRC's Global Output and Outcome Reporting System (GORS) and support development of actualised log frames on a regular basis.
- Ensure that the reporting system is used, maintained, and up to standards in terms of managing quality data.
- Provide M&E and information management technical support for area office staff.
- Identify training needs and prepare and/or facilitate trainings accordingly.
- Identify monitoring activities based on the need of the area office for improving programme design and learning purposes.
- Conduct learning reviews with the different programmes on the area office level, and drafting lessons learnt reports.
- Support in the area assessment process by advising on the suitable methodology, sample size, and selection criteria.
- Ensure that the area office is adherent to responding to the feedback received as per the feedback handling mechanism system and SOPs through coordinating with the CFM team.
- Maximize the use of the data collected from the ...[TRUNCATED]

Qualifications

Generic professional competencies:

- University degree (Bachelor's) in Social Work/Social Sciences, Computer Sciences or equivalent.
- 2-3 years' experience of working with data, analysis, reporting, or information management.
- Experience in working in monitoring and evaluation is highly desirable.
- Experience in the humanitarian sector is preferable (such as working in emergency or post-conflict setting)
- Documented technical competences related to the position's responsibilities.
- Documented results related to the position's responsibilities.
- Fluency in English and Arabic both written and verbal.

Context related skills, knowledge, and experience:

- Knowledge of the humanitarian context in Syria; preferably Aleppo and Idleb Governorates
- Thorough experience with and knowledge of principles and current approaches to monitoring and evaluation in relief and development programmes, using both quantitative and qualitative methods.
- Understanding of data and information needs for programme management and decision making.
- Experience in facilitating the capacity building efforts of diverse colleagues, including local partner agencies.
- Demonstrated ability to transfer knowledge to diverse audiences through training, mentoring and other formal and non-formal methods.
- Analytical skills and experience of working with data analysis software including Kobo. Experience of working with digital data collection platforms (e.g., Kobo, ODK Collect) and SPSS is a plus.

Behavioral competencies:

The following are essential for this position:

- Planning and delivering results
- Working with people
- Analysing
- Communicating with impact and respect
- Coping with Change
- Handling insecure environment

We can offer

Duty station: North-West Syria Area Office (NWS) - Idleb

Required Number of employees: 1

Contract: **Fixed-Term Employment Contract 6 months, SHF Project based position with no chance for renewal or extension**

Salary/benefits: Grade 5 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 14 Apr 2026.

Learn more about NRC's operations in Syria [here](#).

Why NRC?

The Norwegian Refugee Council (NRC) is an independent humanitarian organisation helping people forced to flee. Our 15,000 staff work in crises across 40 countries, providing life-saving and long-term assistance to millions of people every year.

[Watch this short video](#) to see NRC in action.

We are looking for people who are passionate about helping refugees and people forced to flee. Are you one of those people? If you are, NRC offers you the opportunity to:

- Do demanding and professional work, often in challenging contexts
- Join a work culture that empowers every employee to share ideas and take responsibility
- Be part of a welcoming and supportive community committed to human dignity

[Learn more about NRC](#)

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

https://23109900.webcruiter.no/Main/Recruit/Public/5109616314?link_source_id=0