



IRC Job Description

Position:	<i>Protection Manager</i>
Reports To:	<i>Protection Coordinator</i>
Department:	<i>Protection</i>
Location:	<i>Raqqa, with a minimum of 30% travel between Hasakah and Deir -ez-Zor</i>
Grade:	<i>7B</i>

Background/Context:

The IRC has operated in Syria since 2012, providing protection, health, economic recovery, and early childhood development programs in Idleb, Aleppo, Ar-Raqqa, Hassakeh, and Deir ez-Zor, with new programs expanding into Hama, rural Damascus, and Homs. With a team of over 350 members, the IRC has established trust and strong community relationships, ensuring access and effective service delivery.

Our longstanding experience in the country to date provides a strong foundation for the IRC to further adapt and expand its programming across Syria, in order to respond to the new realities, with a greater focus on resilience and recovery initiatives. Alongside this, the IRC also It plays a significant role in Syria's NGO, donor, and coordination forums, holding key positions and actively engaging in advocacy efforts.

IRC's Protection Program brings together the core pillars of Women's Protection and Empowerment (WPE), Child Protection (CP), and Protection and Rule of Law (PRoL) into a unified, holistic approach to protection. The program strengthens community-based protection systems and enhances access to quality, survivor-centered services through strong partnerships with local actors and capacity sharing on a multisectoral level. It aims to increase access for women, girls, boys, and men to psychosocial support, case management, legal, and protection services, while supporting communities to identify, prevent, and respond to protection risks, especially those faced by women, girls, and individuals at heightened risk. All programming is guided by principles of confidentiality, safety, dignity, and respect, with a strong emphasis on locally led, inclusive, and survivor-centered approaches.

Job Overview:

The Protection Manager leads the planning, delivery, and monitoring of IRC's protection portfolio in the Northeast. Working under the Protection Coordinator, the Protection Manager ensures high-quality, client-centered services across Protection & Rule of Law (PROL), Child Protection (CP) and Women's Protection & Empowerment (WPE). The role combines technical leadership, direct supervision of multidisciplinary teams, partnership management, and external representation.

Major Responsibilities

1 | Program Leadership & Quality

- Shape and oversee integrated protection strategy, workplans, and budgets in line with IRC standards, donor requirements, and global protection principles.

- Ensure cohesive implementation of case management, protection monitoring, legal assistance, community-based protection, and emergency response across all field sites.
- Champion robust information-management systems, data protection, and evidence-based programming.
- Conduct regular field visits, spot-checks, and after-action reviews; address gaps and adapt activities to emerging protection risks and opportunities for durable solutions.

2 | Partnerships & Localization

- Serve as primary focal point for local partner organizations; nurture relationships built on trust, mutual learning, and shared accountability.
- Support partner capacity assessments, action plans, and ongoing technical accompaniment to enhance quality and compliance.

3 | Project & Grants Management

- Lead project cycle management from design and procurement planning to monitoring, reporting, and close-out ensuring timely, compliant spending.
- Track progress against targets, analyze M&E data, and prepare high-quality internal and donor reports.
- Coordinate closely with Finance, Supply Chain, PnC, and IT to resolve operational bottlenecks and enable seamless delivery.

4 | Coordination, Representation & Advocacy

- Represent IRC in governorate-level protection, CP, and GBV working groups, and maintain constructive relations with UN agencies, INGOs, authorities, and donors.
- Promote integrated, cross-sector referrals within IRC and the wider humanitarian response to provide holistic support to clients.
- Contribute to advocacy initiatives that address systemic protection concerns and advance rights-based solutions.

5 | Staff Performance Management, Learning & Development

- Hire, supervise, and build the capacity of team members in relevant technical and management competencies.
- Develop and implement remote management capacity-building approaches to build the strengths of the teams in Syria.
- Coach, train, supervise, and mentor direct-report staff, including communicating clear expectations, setting annual performance objectives, providing regular and timely positive and constructive performance feedback, and providing documented semi-annual performance reviews.
- Maintain open and professional relations with team members, promoting a strong team spirit and providing oversight and guidance to enable staff to successfully perform in their positions.
- Approve and manage time, attendance and leave requests to ensure adequate departmental coverage; ensure monthly, accurate timesheet submission and carry out probationary reviews.
- Hold high-quality meetings with each direct report on a regular and predictable basis, minimally on a monthly basis.
- Provide a measurable development plan including on-the-job learning with the aim of strengthening technical capacity, exchanging knowledge within the team and providing guidance on career paths.
- As required, identify staff performance issues and work with Human Resources to document and address these in accordance with the National Staff Employment Policies.

- Maintain open and professional relations with team members, promoting a strong team spirit and providing oversight and guidance to enable staff to successfully perform in their positions.
- Promote and monitor staff care and well-being. Model healthy work-life balance practices. Support appropriate interventions in response to identified staff care needs of both national and international staff.
- Look for opportunities to support staff in their career growth, where appropriate.
- Adhere to and act in accordance with the IRC Global HR Policies and Procedures, and communicate through word and example a high standard of compliance with all applicable policies and regulations.
- Conduct regular reflection or program review meetings with field-based staff to assess the level of achievement and draw on learning and data trends (including client feedback) to further inform program design and management decisions

Job Requirements:

Education:

- At least bachelor's degree in social work, social sciences, or law, or any other relevant field. Equivalent experience in a similar role may also be accepted in place of formal education.

Work Experience:

- At least 6 years in protection programming (PROL, CP, WPE) in humanitarian settings.
- At least 2 years at a managerial level.

Preferred experience:

- Proven experience working in and with protection programming and teams
- Strong experience in managing a diverse team, familiarity with humanitarian coordination, architecture and protection.
- Demonstrated ability to build partnerships and manage complex stakeholder dynamics.

Demonstrated Skills and Competencies:

- A commitment to IRC's mission, vision, values, and IRC Way – Professional Code of Conduct.
- Knowledge of case management and management of community center activities
- Excellent organizational skills, timeliness, ability to determine priorities and great attention to detail
- Familiarity with program design, including budgeting
- Familiarity with M&E system design and implementation
- Proactive, flexible, team spirited and willing to learn
- Excellent computer skills including MS Word, Excel and PowerPoint
- Good interpersonal skills and ability to work as a team, as well as independently

Language/Travel:

- **Languages:** Excellent drafting and oral communication skills in Arabic and English, and Kurdish is preferable.
- **Travel:** 50% travel on the field

Key Working Relationships

- **Reports to:** Protection Coordinator
 - **Direct Reports:** Senior CP Officer; Senior WPE Officer, Senior PRoL Officer, IM Officer, Protection Admin Officer
 - **Internal:** CP, WPE & PROL technical teams; Program & Sector Managers; Field Office & Support functions
 - **External:** Local partner NGOs, UN agencies, government counterparts, donors
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Professional Standards: IRC staff must adhere to the values and principles outlined in IRC Way – Global Standards for Professional Conduct. These are Integrity, Service, Accountability and Equality. In accordance with these values, IRC operates and carries out policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti-Workplace Harassment, Respect at Work Fiscal Integrity, and Anti-Retaliation.

Returning National Candidates: We strongly encourage national or returning national candidates to apply for this position. If you are a citizen of the country where this position is based and are currently residing outside of your home country, you may be eligible for an attractive relocation package. Eligibility is determined based on IRC's operational needs and specific role requirements. IRC strives to attract, motivate, and retain qualified national staff in our programs.

Accountability to Clients: IRC staff must adhere to the commitment of contributing to the sustainability and development of its (CR) Client Responsiveness Mechanisms, preserving the culture of prioritizing the needs of our clients and affected communities by systematically listening to their perspectives and using their feedback to make programmatic decisions and give them greater influence over program design and delivery.

Interested candidate can apply to this link: [Protection Manager- Raqqa – Fill out form](#)

before 31st Mar 2026.

