

DEADLINE : 25 September 2026

TYPE OF CONTRACT/DURATION : Expertise CONTRACT / 4 MONTHS

NO OF REQUIRED EMPLOYEES : 1

SALARY: AS PREMIERE URGENCE INTERNATIONALE (PUI) SYRIA MISSION SALARY SCALE

BASED: Lattakia

ABOUT PUI IN SYRIA

The current operational strategy for Premiere Urgence Internationale (PUI) in Syria is to alleviate the human suffering of the Syrian people in Syria by delivering sound, needs-based humanitarian assistance, while promoting a life-sustaining response. PUI's positioning on, shelter, education, livelihoods, and WaSH sectors remain a priority.

Based on ten years of experience conducting humanitarian operations in Syria, supporting Iraqi refugees and lately Syrians affected by the crisis, PUI has played an important role in responding to the needs of the population within nine governorates (Aleppo, Damascus, Rural Damascus, Homs, Hama, Tartous, Lattakia & Deraa) and through the following interventions:

- Rehabilitation of collective and private shelters,
- Rehabilitation of infrastructure
- Emergency and Early Recovery WASH interventions
- Education support for conflict-affected populations (remedial classes, school rehabilitation, free exam preparations, summer class activities, community based initiatives and psycho social support),
- Enhancement of the Population of Syria self-reliance through livelihoods (vocational training course, provision of a professional tool kit ((PTK)).

GENERAL OBJECTIVE

The Monitoring, Evaluation Accountability and Learning (MEAL) Assistant contributes to implement all MEAL processes and activities required to improve programme quality over the cycle of project implementation and ensure and demonstrate positive impact on beneficiaries' lives.

S/he will mainly be responsible for PUI Beneficiary Feedback Mechanism, intending to provide beneficiaries with the opportunity to communicate feedback and complaints and raise questions pertaining to PUI programs, as well as to enable PUI to foster communication with affected populations. S/he will conduct all MEAL activities in line with PUI MEAL Strategy and MEAL framework and in compliance with MEAL standard operating procedures.

S/he will also particularly focus on strengthening PUI accountability mechanisms at community-level, working in close collaboration with PUI MEAL Officers.

RESPONSIBILITIES AND TASKS

- Act as main focal point for PUI Beneficiary Feedback Mechanism for all PUI working locations.
- Receive and record beneficiaries feedback throughout the BFM help-line ,using BFM database.
- According to PUI BFM SOPs, follow up on all feedback and complaints received with the concerned department(s) until the cases are closed.
- Maintain up to date the BFM database and record beneficiaries feedbacks with all related information.
- In coordination with the MEAL Manager, ensure that the Beneficiary Feedback Mechanism SOPs are in place and working, followed to implement the projects Accountability to Affected Populations plan and being in line with the MEAL strategy.

- Provide regular updates on the feedback received, developing reports and simple visual materials, to inform programming and foster programme quality, as well as to ensure high-quality reporting.
- Conduct verification process as per PUI's Beneficiary Verification SOPs, to ensure individuals selected to receive support meet the pre-defined selection criteria.
- Contribute to the implementation of MEAL activities, including data collection and analysis, to ensure the participation of communities in the design, implementation, monitoring and evaluation of PUI's programmes.
- In coordination with MEAL Manager and the MEAL Officers, support in lessons learned and best practices.
- In collaboration with the MEAL Manager and the MEAL Officers, work to improve MEAL department processes and procedures pertaining to data collection, data management, data analysis and reporting.
- In coordination with the MEAL Officers in charge of the different projects implemented by PUI Syria, ensure proper archiving of all MEAL related documents.
- Translate data from Arabic into English and vice versa when required.

The tasks and responsibilities defined in this job description are not exhaustive and can evolve depending on the MEAL department and the mission needs. The employee could be requested to perform other tasks as his/her line Manager may judge necessary.

Education: business science, social science or other relevant area or equivalent

Professional Experiences: At least two-year experience working for NGOs in the field of monitoring and evaluation, previous , experience as BFM focal point is an asset.

- Experience in conducting participatory assessments and surveys.

Language skills:

- Excellent command in speaking, writing and editing documents in English
- Excellent command in speaking, writing and editing documents in Arabic

Computer skills:

Computer and information technology literacy; excellent working knowledge in Microsoft Excel and Word is required.

Qualifications and Technical experience/knowledge and skills:

- Demonstrated knowledge of conducting qualitative and quantitative data collection, including mobile data collection. Excellent data analysis and report-writing skills (both Arabic & English).
- Knowledge and experience regarding Humanitarian Accountability Partnership Standards (HAP).
- Clear understanding of Core Humanitarian Standards (CHS);
- Work in line with PUI Data protection SOPs with strong understanding of data confidentiality and security principles.

Other required skills:

- Excellent negotiation and communication skills, including a supportive working style.
- Ability to work with people from various cultural groups and background.
- Strong empathy, understanding of and sensitivity to specific needs of most vulnerable populations.
- Excellent inter-personal and listening skills.

- Ability to work in structured manner and independently with limited oversight.
- Attention to details.
- Willingness to travel frequently to field sites.

How to apply :

Dear Applicate,

To apply for this Vacancy, please click on the below link:

https://docs.google.com/forms/d/e/1FAIpQLScadIzlgEPv3iYLfyRSpIYXiuzJ6fvDCuCf3tPXmxsNil_C2w/viewform?usp=publish-editor

If the link above dose not work by clicking on it, please copy and paste it in the browser address bar.

APPLICATIONS WILL BE REVIEWED ON A ROLLING BASIS AND POSITION CAN BE CLOSED EARLIER THAN DEADLINE, FOR THIS REASON, INTERESTED CANDIDATES ARE ASKED TO SUBMIT THEIR APPLICATION AS SOON AS POSSIBLE.