



Job Description

Job Title: Communication Officer

Grade: 8B - Officer

Department: Policy, Advocacy and Communications

Location: Damascus / Raqqa / or Idlib, Syria

Background/IRC Summary:

The International Rescue Committee (IRC) responds to the world's worst humanitarian crises, helping to restore health, safety, education, economic wellbeing, and power to people devastated by conflict and disaster. Founded in 1933 at the call of Albert Einstein, the IRC is one of the world's largest international humanitarian non-governmental organizations (INGO), at work in more than 40 countries and 29 U.S. cities helping people to survive, reclaim control of their future and strengthen their communities. A force for humanity, IRC employees deliver lasting impact by restoring safety, dignity and hope to millions. If you're a solutions-driven, passionate change-maker, come join us in positively impacting the lives of millions of people world-wide for a better future.

The IRC has operated in Syria since 2012, providing protection, health, economic recovery, and early childhood development programs in Idlib, 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 plays a significant role in Syria's NGO, donor, and coordination forums, holding key positions and actively engaging in advocacy efforts.

Job Overview/Summary:

IRC Syria seeks a professional for the position of Communications Officer, to support project-specific communications deliverables and visibility requirements, as well as the content collection for and development of proactive and reactive communications elements across the program portfolio. The Communications Officer will ensure regular, timely, and high-quality communications content to showcase the project's/programs' successes on our respective comms channels through a range of products including success stories, information and fact sheets, social media posts, etc. The Communications Officer will report to the Policy, Advocacy and Communications (PAC) Coordinator and will work in close collaboration with Syria Programs, Grants, Partnerships, and MEAL teams, as well as the Middle East Regional Communications team and global content and creative teams. This role will help to elevate the internal and external visibility of the IRC Syria country program in alignment with the country office strategic action plan.

Major Responsibilities:

Managing visibility and branding requirements:

- Work in close collaboration with IRC teams to ensure adherence to branding and visibility requirements across IRC Syria programs and in partner locations.
- Maintain a calendar of donor deliverables which is accessible to program and other colleagues, and support in the collation and submission of products to the donor by deadline.
- Regularly liaise with regional communications and global communications/content teams to stay up to date on relevant processes, manage timelines, and ensure smooth processes.
- Advise program colleagues on compliance with the IRC and donor branding and visibility guidelines on communications materials as needed.

- Participate in proposal writing for communication related deliverables, as well as participate in attending grant opening sessions and meetings to get a head start in building communication plans for the grant activities.
- Build a communication strategy that details the communication department workplan including resources available, support to be delivered, and how to plan content from concept to publishing on social media and/or other IRC platforms.
- Coordinate sign off on branded items and products as necessary.

Collecting and packaging communications content:

- Work in close coordination with PAC Coordinator and program teams to develop a communications work plan including collection and production of high-quality communication materials such as human-interest stories, photos, blogs, and videos in English and Arabic.
- Work closely with the Deputy Director Public Affairs and Communications, MENA, and Content and Digital Specialist to archive quality content to IRC's multimedia bank and ensure content is accessible by all relevant stakeholders from different offices.
- Work closely with the Content and Digital Specialist at the regional office to edit donor-requested videos as per IRC's standards.
- Participate in joint communications initiatives by regional and HQ offices to raise visibility of IRC Syria's programming and success stories and participate in IRC MENA's monthly communications call to present updates from country program and exchange knowledge with counterparts.
- Develop communications calendar with regular updates to showcase program activities.
- Organize and archive all communications content and consent forms to IRC's internal content management systems and digital storage platforms.
- Stay updated on all ongoing and upcoming project/program activities to anticipate and plan comms opportunities.

Gathering, managing, and summarizing information related to projects and programs:

- Working closely with Program and MEAL teams to collect program information, updates on the impact of our work, and updated quantitative data to use in communications products and posts.
- Support information and briefing requests, updating information materials such as fact sheets, newsletters, and infographics. Lead in creation of social media posts in Arabic and English as requested.
- Keep up to date on relevant reports, data, national news articles, research, and partners' communications related to IRC's client populations, social and political developments, and local context and produce regular updates for colleagues.

Internal communications and visibility:

- Lead in production of IRC Syria internal newsletter for other IRC stakeholders, highlighting IRC Syria program activities, success stories, and partnership goals.
- Support to senior management as needed for visibility including blogging on 'Rescuenet', social media posts in English and Arabic, and key messaging for important dates.
- Provide training as relevant to IRC staff on best practices for communications.
- Provide English-Arabic and Arabic-English translations as needed.

Media:

- As assigned, liaise with Deputy Director Public Affairs and Communications, MENA and PAC Coordinator for emergencies and media-related opportunities.
- Work closely with PAC Coordinator to develop and manage relationships with national media and journalists.
- As applicable, support media visits in-country.
- Archive media coverage on IRC and partner activities in Syria and prepare semi-annual reports on reach.

Job Requirements:

- Higher relevant university degree, in journalism, media, communications, or relevant experience with at least 3 years of relevant job experience; or bachelor's degree with at least 3 years of relevant experience.
- Previous experience working in an NGO in a similar role is a plus.
- Excellent storytelling and case studies writing skills (proficiency in written English is required)
- Ability to identify strong stories and adapt communication styles to different audiences.
- Ability to create infographics, and knowledge of Adobe Creative Suite (esp. Final Cut, Illustrator, Photoshop and In Design) is highly desirable.
- Ability to take high quality, professional photos in various settings, and basic photo editing is desirable, as is the ability to produce and edit video for social media use.
- Experience in editing photography and film is considered a strong asset.
- Fluent (spoken and written) English and Arabic is essential.
- Ability to build strong relationships and work independently and take initiative.
- High proficiency in handling varied, demanding and complex tasks.
- Ability to handle sensitive matters with tact and discretion.

Demonstrated Skills and Competencies:

- A commitment to IRC's mission, vision, values and IRC Way – Professional Code of Conduct.
- Credible written, presentation and verbal communication skills; ability to convey information effectively and solid experience providing training and staff development
- Validated sense of professional discretion, integrity, and ability to handle complex situations diplomatically and to effective resolution.
- Excellent management and interpersonal skills and a solid ability to promote harmonious/cohesive teamwork, in a cross-cultural context.
- Validated ability to plan long-term, organize priorities and work under administrative and programmatic pressures with detail orientation and professional patience.
- Highly collaborative and resourceful; ability to establish positive working relationships with senior level management and all other partners to maximize cooperation and productivity.
- Curiosity, a desire to continually learn and develop and a sense of humor is a must.
- Analytical ability in creating effective solutions to complex matters while adhering to labor laws and internal policies.

Language/Travel:

- Fluency in Arabic and English (written and spoken) is essential, with demonstrated exceptionally strong writing skills.
- Travel: 40% to program sites as needed

Key Working Relationships:

Position Reports to: Policy, Advocacy and Communications Coordinator (Syria); Deputy Director, Public Affairs and Communications (Jordan).

Position provides technical support to: IRC Syria program and partner staff; Syria Program senior management

Other Internal and/or external contacts: *Internal:* Technical Coordinators, Grants, MEAL, Regional Content and Digital Specialist. *External:* IRC Syria partners, local media.

How to apply:

Interested candidate can apply to this link: <https://forms.office.com/r/XVQpzXkSsa> before 19th Mar 2026.

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.

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.

Gender Equality: IRC is committed to narrowing the gender gap in leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including parental leave, gender-sensitive security protocols and other supportive benefits and allowances.

Diversity and Inclusion: At IRC MENA, we are passionate about creating an inclusive workplace that promotes and values diversity. Organizations that are diverse in age, gender identity, race, sexual orientation, physical or mental ability, ethnicity, nationality, and perspective are validated to be better organizations. More importantly, creating a safe workspace environment where everyone, from any background, can do their best is the right thing to do. So, bring your whole self to work.

IRC is committed to creating a diverse, inclusive, respectful and safe work environment where all persons are treated fairly, with dignity and respect. In keeping with our core values of Integrity, Service, Accountability and Equality, IRC strives to maintain a work environment built on mutual respect in which all individuals treat each other professionally, and free of bias, prejudice, and harassment. IRC expressly prohibits and will not tolerate discrimination, harassment, retaliation, or bullying of IRC Persons in any work setting. All IRC staff, wherever they are located, are accountable for creating an environment free of discrimination, harassment, bullying, and retaliation.
