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### Programme Assistant (CFM Data Analyst) (SC5) (Damascus CO) (Readvertised)

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#### DEADLINE FOR APPLICATIONS

18 June 2025-23:59-GMT+03:00 Eastern European Time (Damascus)

*WFP celebrates and embraces diversity. It is committed to the principle of equal employment opportunity for all its employees and encourages qualified candidates to apply irrespective of race, colour, national origin, ethnic or social background, genetic information, gender, gender identity and/or expression, sexual orientation, religion or belief, HIV status or disability.*

#### ABOUT WFP

The World Food Programme is the world's largest humanitarian organization saving lives in emergencies and using food assistance to build a pathway to peace, stability and prosperity, for people recovering from conflict, disasters and the impact of climate change.

At WFP, people are at the heart of everything we do and the vision of the future WFP workforce is one of diverse, committed, skilled, and high performing teams, selected on merit, operating in a healthy and inclusive work environment, living WFP's values (Integrity, Collaboration, Commitment, Humanity, and Inclusion) and working with partners to save and change the lives of those WFP serves.

To learn more about WFP, visit our website: <https://www.wfp.org> and follow us on social media to keep up with our latest news: [YouTube](#), [LinkedIn](#), [Instagram](#), [Facebook](#), [Twitter](#), [TikTok](#).

#### WHY JOIN WFP?

- WFP is a 2020 Nobel Peace Prize Laureate.
- WFP offers a highly inclusive, diverse, and multicultural working environment.
- WFP invests in the personal & professional development of its employees through a range of training, accreditation, coaching, mentorship, and other programs as well as through internal mobility opportunities.
- A career path in WFP provides an exciting opportunity to work across the various country, regional and global offices around the world, and with passionate colleagues who work tirelessly to ensure that effective humanitarian assistance reaches millions of people across the globe.
- We offer an attractive compensation package (please refer to the **Terms and Conditions** section of this vacancy announcement).

#### Organizational Context:

Over more than a decade, Syria has faced a relentless crisis that has driven hunger and humanitarian needs to unprecedented heights. The convergence of ongoing insecurity, widespread displacement, economic deterioration, infrastructural damage, and inadequate basic services has severely heightened vulnerability among men, women, and children. According to the 2023 Humanitarian Needs Overview (HNO), a staggering 12.9 million people, or 55% of the population, are food insecure, including 3.1 million facing severe food insecurity. Additionally, 2.6 million people are at imminent risk of becoming food insecure. In today's Syria, the minimum wage can only afford a fifth of a family's food needs

#### JOB PURPOSE:

The World Food Programme's (WFP) Community Feedback Mechanism (CFM) is a formal two-way communication system comprised of human resources, processes, hardware and software, that facilitates the intake, management, analysis, actioning and resolution of feedback received from affected populations and other relevant stakeholders (including WFP, cooperating partners, government representatives and service providers). It facilitates participative approaches into the humanitarian response and a rights-based approach to development work, and is grounded in the principles of accountability, transparency, equality, and non-discrimination. It aims to enable community members to share information, express concerns and needs or suggest changes with regards to their experience with WFP or the wider humanitarian system.

To ensure compliance with global corporate standards and effective, protective response in line with interagency standards for community feedback mechanisms, WFP CFMs are enabled to intake and refer allegations of sexual exploitation and abuse, harassment, fraud, corruption and quality issues.

To ensure the quality and effectiveness of WFP's CFM in Syria country office, WFP seeks a CFM - Data Analyst to establish and maintain an information management system and strategy that will enable the CFM to achieve its core objectives:

Uphold its commitments to be accountable to affected populations by helping enable participation and centralization of affected populations in WFP decision-making.

Quickly identify and mitigate risks to both affected populations and the organization.

Adapt programming to improve the effectiveness of WFP assistance by meaningfully engaging with affected populations.

#### Contract Details:

Contact Type: Service Contract (SC5)

Duration: 12 Months

Number Of Required Staff: 1

Duty Station: Damascus Country Office

Unit/Division: Gender, Protection and AAP Unit

**ACCOUNTABILITIES/RESPONSIBILITIES:**

The CFM IMO/Data Analyst will receive and apply the necessary training to conduct their work in a professional manner, in accordance with the UN's three core principles of integrity, professionalism and respect for diversity, and in compliance with WFP's code of conduct and confidentiality oath.

Under the overall guidance and supervision of the CFM Manager, the CFM Data Analyst will have the following responsibilities:

- 1.Support the maintenance of the information management structure (IMS) and strategy for the CFM. This includes involving relevant stakeholders and ensuring linkages and coherence with wider country office and humanitarian information management and accountability systems, as needed.
- 2.In close coordination with the PPO - AAP and the Team Lead, implement the CFM standardization plan and support the development of training and CFM materials.
- 3.Produce analytical reports, tableaus.
- 4.Enable an environment of transparency and accountability by implementing standard operating procedures (SOPs) adapted to the selected IM software and facilitating CO uptake of SOPs and optimal use of the software.
- 5.Support the development of easy-to-access and safe channels through which WFP stakeholders can lodge feedback and ask questions, making sure their referral and resolution cycle is properly mapped and documented.
- 6.Support in designing analytical frameworks for the use of CFM data and establish procedures to systematize the collection, management, analysis, presentation and utilization of CFM data to improve people-centered programming. This should include the development of timely and meaningful analysis and visualization of CFM information through innovative tools and methodologies.
- 7.Design and implement quality assurance standard operating procedures and performance indicators, including monitoring and evaluating case management performance and data entry, designing performance improvement/capacity building training programmes, and designing user satisfaction and remote monitoring surveys.
- 8.Contribute to the development and update of country-level internal and external information structures and standard operating procedures to facilitate, support, and promote data and information flow within WFP and information sharing within the humanitarian and wider community.
- 9.If required, support in the management of a small team, including positions with the following roles: information management, database, and quality assurance.
- 10.Liaise with IT focal point for troubleshooting any issue related to the technology that supports feedback management.
- 11.Support the gender/protection/AAP unit in data analysis and reporting for cross-cutting areas.
- 12.Other duties as required.

**QUALIFICATIONS & EXPERIENCE REQUIRED:**

Completion of secondary school education. A post-certificate in a field related to the functional areas is desirable.

**Experience:**

Minimum 5 years of experience composed of a minimum of 3 years in data analysis, information management and client/customer services functions and 2 years in any other field but preferably in the field of the position or related.

**Knowledge & Skills:**

- Proven experience in producing high-quality data analysis and reports, requiring English-language skills that translate complex ideas into simple messages.

Data visualization skills with tools such as Excel, Tableau or Microsoft Power BI and expert experience in information management software, including Excel as a minimum standard.

- Solid IT skills, including working on multiple platforms simultaneously.
- Ability to follow procedures and instructions.
- Capacity and attitude to learn quickly, are desired skills.
- Attention to detail, problem-solving skills, and ability to meet targets. in a high-pressure environment.

**Languages:** Fluency (level C) in English and Arabic language

## WFP LEADERSHIP FRAMEWORK

WFP Leadership Framework guides to the common standards of behavior that guide HOW we work together to accomplish our mission.

[Click here to access WFP Leadership Framework](#)

## REASONABLE ACCOMMODATION

WFP is committed to supporting individuals with disabilities by providing reasonable accommodations throughout the recruitment process. If you require a reasonable accommodation, please contact:

[global.inclusion@wfp.org](mailto:global.inclusion@wfp.org)

## NO FEE DISCLAIMER

The United Nations does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it. Furthermore, please note that emblems, logos, names and addresses are easily copied and reproduced. Therefore, you are advised to apply particular care when submitting personal information on the web.

## REMINDERS BEFORE YOU SUBMIT YOUR APPLICATION

- We strongly recommend that your profile is accurate, complete, and includes your employment records, academic qualifications, language skills and UN Grade (if applicable).
- Once your profile is completed, please apply, and submit your application.
- Please make sure you upload your professional CV in the English language
- Kindly note the only documents you will need to submit at this time are your CV and Cover Letter
- Additional documents such as passport, recommendation letters, academic certificates, etc. may potentially be requested at a future time
- Please contact us at [global.hrrecruitment@wfp.org](mailto:global.hrrecruitment@wfp.org) in case you face any challenges with submitting your application
- Only shortlisted candidates will be notified

*All employment decisions are made on the basis of organizational needs, job requirements, merit, and individual qualifications. WFP is committed to providing an inclusive work environment free of sexual exploitation and abuse, all forms of discrimination, any kind of harassment, sexual harassment, and abuse of authority. Therefore, all selected candidates will undergo rigorous reference and background checks.*

*No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.*