
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. NRC started its activities in Syria in mid-2016.

In 2024 NRC has reached with humanitarian assistance more than **699,313** individuals across Syria in the Governorates of Damascus, Rural Damascus, Daraa, Homs, Aleppo, Hama, Idleb, Hassakeh, Qamishli and Raqqa

NRC will continue to apply an integrated programming approach, where Education, Information, counselling and legal assistance (ICLA), Shelter/WASH, Livelihoods and Food Security and (LFS) programmes, and Protection from Violence work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information

1. Receive communication from beneficiaries on NRC feedback channels; logging and entering data in the database, acting and following up on each case according to the SOPs.
2. Contribute to building awareness on the knowledge of the CFM with programme and support teams in the country office and area offices, as well as among partner organizations.
3. Support the development of awareness-raising materials on the CFM for distribution among beneficiaries and target groups.
4. Contribute to raising the awareness on the complaint mechanisms in place among beneficiaries and target communities, as well as key external stakeholders.
5. Contribute to triangulation of the monitoring evidence through documenting and reporting feedback received through CFM.
6. Contribute to assessing the preferred feedback channels among beneficiaries, in an effort to ensure that NRC CFM channels are relevant and trusted among the community.
7. Monitor the effectiveness and efficiency of the CFM, the level of satisfaction of users, and other aspects according to the SOP.
8. Conduct the mapping of the services available within the geographical area of responsibility, both internally and externally.
9. Maintain and improve CFM database, tracker, and other tools.
10. Prepare periodic analyses and reports (according to the SOP).
11. Organize and participate in monthly meetings with Core Competency staff and other units.

Our Ideal Candidate

- University Degree.
- At least 1 year of experience from working directly with affected/local communities within an international or local organization in a humanitarian/recovery context this is including MEAL, data entry.
- Experience in protection and case management is a plus.
- At least 1 year of experience working in complex and volatile contexts.
- At least 1 year of experience handling complaints
- Good knowledge and understanding of humanitarian standards, and principals of accountability to affected populations.

Additional Information

- Duty station: Country Office – Damascus
- Number of requested employees: 2
- Contract: Till the end of June 2026. Renewable, based on funding and performance.
- Salary/benefits: Grade 4 of NRC's salary scale ([NRC Grade profile](#))
- Candidates who do not provide complete and detailed information in the online application form **will not be considered**.
- The application deadline is **29 January 2026**.

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5066508491?link_source_id=2249338128