

Head of Support Services (HoSS)

Who are we?

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunities for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

DRC Syria

DRC has been operating in Syria since 2008, initially responding to the Iraqi refugee crisis before pivoting to a full-scale response to the Syria crisis from 2011 onwards. Our work encompasses the full cycle of displacement—responding to **life-saving humanitarian needs** and supporting community recovery until **durable solutions can be achieved**. DRC Syria takes an area-based approach to supporting internally displaced persons (IDPs), returnees, and host communities across our key sectors: Economic Recovery and Resilience, Protection, WASH, Shelter and Infrastructure, and Humanitarian Disarmament and Peacebuilding (including Humanitarian Mine Action).

DRC DANISH REFUGEE COUNCIL

Tip a friend
Print

APPLY FOR POSITION

Application due:
12/5/2026

Workplace:
Damascus

Department/Country:
Syria

Contract type:
Expatriate or national contract

Homepage:
drc.ngo

ABOUT DRC

With an established rapid response mechanism, DRC can **rapidly respond to emerging crises and shocks** to meet **acute emergency needs**. Recognizing the significant need for **early recovery and resilience programming** to ensure dignified, sustainable, and cost-effective solutions for fragile communities, DRC's programmes foster resilience for individuals and communities in situations of protracted displacement and during the initial stages of post-conflict recovery, towards a **durable solution of their choice**. With active portfolios in the neighboring countries of Jordan, Lebanon, Türkiye and Iraq, DRC offers a **cross-border, regional response** to the Syria crisis, through cross-border protection monitoring, advocacy, and trends analysis.

Founded in 1956, DRC Danish Refugee Council is Denmark's largest, and a leading international NGO. We have continuously been ranked as one of the best NGOs in the world - and are one of the few with a specific expertise in forced displacement. In around 30 countries, we protect, advocate and build sustainable futures for refugees and other displacement-affected people and communities.

Overall purpose of the role: The HoSS ensures effective, efficient Finance, Administration, HR, IT and Supply Chain services across Syria, complying with DRC procedures and guidelines. As a Senior Management Team (SMT) member, the HoSS oversees programme support and timely achievement of annual support-function performance indicators, develops and implements country strategies, and improves operational systems, processes and policies supporting DRC's mission. The role helps assess and implement global and regional organizational development and financial accountability initiatives. The HoSS ensures timely, appropriate communication with the Head of Program and support departments on finance, administration, supply chain and HR matters, proactively resolving differences and prioritizing time-sensitive tasks.

Responsibilities:

The key responsibilities outlined below are not exhaustive; additional duties, including ad hoc tasks, may be assigned to support the effective fulfillment of the role's overall purpose.

Management

- Lead and manage the Support service teams Managers and technically manage area support services teams (including people planning, performance, well-being and staff development).
- Manage, deliver and report on current operations programme support in geographic scope.
- Establish high performing support teams ensuring high-quality approaches are maintained.
- Develop and improve operational approaches, compliance, and systems, and support the Country Director to build and deliver effective and sustainable interventions.
- Responsible for the strategic development, management and implementation of the support operations.
- Ensure support for annual planning and review processes.

Operational Management

- Oversee the operational support units for the country by providing strategic leadership and technical support to the areas under his/her supervision.
- Ensure that DRC retains and continually develops its operational capacity to provide rapid emergency response in particular within its procurement and transport systems.
- Ensure that all administrative and legal-related systems are accurate and maintained.
- Work to build the capacity of the operational support staff throughout the operation through frequent in-service training sessions and mentoring support.
- Contribute to the development and implementation of DRC's global development initiatives.
- Decentralization of support services functions and empowering area support teams to enhance the efficiency of support functions in country and area offices.

Workforce Planning and Operational Transitions

- Lead workforce planning with Programme, HR, Finance and Area teams, forecasting staffing needs and costs against humanitarian priorities, funding scenarios and operational requirements.
- Develop and update country and field office organigrams, ensuring clear reporting lines, appropriate staffing structures and alignment with approved budgets.
- Coordinate support services readiness for operational scale-up and scale-down, including recruitment, redeployment and responsible staffing transitions, in line with DRC policies and applicable labour requirements.
- Lead coordinated support planning for new office setups, relocations and closures, covering staffing, budgets, premises, logistics, IT and administrative requirements to maintain operational continuity.

Strengthening Localization

- Coordinate support services due diligence for new local implementing partners, assessing financial management, procurement, HR and internal control systems, and ensuring identified risks and capacity gaps are addressed before partnership approval.
- Oversee the timely review and verification of local implementing partners' financial and support services reports, monitoring expenditure, supporting documentation and compliance with partnership agreements and donor requirements, and ensuring follow-up on discrepancies and corrective actions.
- Lead support services capacity building for local implementing partners through joint capacity assessments, tailored development plans, training and mentoring, strengthening systems, internal controls and reporting quality.

- Promote and develop a phased nationalization plan for the Syria operation with the Country Director, HR and relevant technical leads, incorporating succession planning, staff development, knowledge transfer and clear milestones while maintaining operational continuity and transparent, merit-based processes.

Policies and SOPs Development and Rollout

- Lead the development, contextualization and regular review of support services policies and standard operating procedures (SOPs), ensuring alignment with DRC frameworks, donor requirements, applicable legislation and humanitarian operational needs.
- Coordinate updates with relevant technical leads, Programme and Area teams, securing required approvals and maintaining clear responsibilities, version control and accessible guidance.
- Oversee rollout across country and field offices through clear communication, staff briefings, training and practical tools to support consistent implementation.
- Monitor implementation and compliance, address gaps and incorporate staff feedback, audit findings and changes in the operating context into timely policy and SOP revisions.

Budget Management

- Ensure that the Country Master Budget is updated on a regular basis and is used to adequately prepare project proposals or cost cutting measures.
- Ensure the timely completion of monthly budget follow-up meetings, financial reports and month-end closing processes, maintaining data accuracy and integrity.
- Develop country office support services budget including staff costs for all donor project proposals and track spending on regular basis to ensure budget is used according to plan.
- Implement Core cost project and other global initiatives related to Budgeting.

Risk Management

- Support the Country Director and the Senior Management Team (SMT) in liaising with donors and authorities, especially as relates to issues of compliance, registration, and audit respectively.
- Supervise audits, controlling and implementation of corrective actions related to DRC's operational standards within support area.
- Support Senior Management to ensure risk register is up to date and action plans are implemented accordingly.
- Develop a risk management plan for the country that identifies the major financial and operational risks and implement a mitigation strategy. Support Senior Management to ensure risk register is up to date and action plans are implemented accordingly.
- Participate in audit kick-off and exit meetings and ensure cooperation at all time during every audit field works. Lead on providing management response on each audit report.

DRC Dynamics ERP System

- Ensure ERP functionality is properly used by relevant staff.
- Apply reports and data analytics from DRC Dynamics to improve overall performance.
- Act as heavy user for most of the Projects & Finance functionalities.

Experience and technical competencies:

- At least 10 years' management experience in relevant field.
- At least 5 years' experience in playing similar role, preferably in an international NGO.
- Previous experience as Country Senior Management is essential.
- Previous experience of working in the Middle East and/or a fast-paced conflict setting is preferred.
- Proven leadership skills and competence in people management
- Proven operational experience in one or more of the following thematic areas: financial, supply chain, human resources, and information management.
- Proven experience managing the scale-up and scale-down of humanitarian operations in response to changing needs and funding levels.
- Experience working in an ERP system, including supply chain, finance, and HR systems.

Education:

Master's degree in finance, HR, Economics, business administration or related field.

Languages:

- Fluency in written and spoken English required.
- Arabic language skills would be an advantage.

In this position, you are expected to demonstrate DRC' five core competencies:

- **Striving for excellence:** You focus on reaching results while ensuring an efficient process.
- **Collaborating:** You involve relevant parties and encourage feedback.
- **Taking the lead:** You take ownership and initiative while aiming for innovation.
- **Communicating:** You listen and speak effectively and honestly.
- **Demonstrating integrity:** You act in line with our vision and values.

We offer:

- **Contract Length**: 1 year (Renewable, based on performance and fund availability).
- **Salary Level**: Management – E level 1 (Based on DRC's salary scale)
- **Location**: Syria, Damascus.
- **Expected Start date**: January or February 2027

Application process

Interested? Then apply for this position by clicking on one of the links below:

Direct application link: Talentech - Head of Support Services (HoSS) - Application Form

All applicants must send a cover letter and an updated CV (no longer than four pages). Both must be in the same language as this vacancy note. **CV only applications will not be considered**.

Application close on: **5 December 2026**

DRC reserves the right to conduct tests and interviews before the closing date and can close the advertisement earlier in case of finding a suitable candidate.

Need further information?

For further information about the Danish Refugee Council, please consult our website www.drc.org

DRC as an employer
By working in DRC, you will be joining a global workforce of around 6000 employees in approximately 30 countries. We pride ourselves on our:

- Professionalism, impact & expertise
- Humanitarian approach & the work we do
- Purpose, meaningfulness & own contribution
- Culture, values & strong leadership
- Fair compensation & continuous development

DRC's capacity to ensure the protection of and assistance to refugees, IDP's and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process.

If you have questions or are facing problems with the online application process, please visit drc.ngo/jobsupport.

Danish Refugee Council is an equal opportunity employer and we consider all applicants based on individual merit and qualifications, regardless of personal characteristics or attributes. We are committed to increasing the diversity of our workforce, aiming for a 50% balance of men and women in management roles and ensuring that at least 50% of management roles are filled by national staff. We recognize that a diverse and inclusive team is crucial for achieving our organizational goals and making a positive impact on the communities we serve.

About DRC

DRC Dansk Flygtningehjælp

03:07

Apply for position