
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. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance more than 360,000 people, out of which more than 150,000 reached in 2018 alone in the Governorates of Damascus, Aleppo and Rif Damascus.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Duties and responsibilities

- Follow up on establishing NRC office in NES, and ensure the offices are equipped and secured according to NRCs policies and standards.
- Monitor office maintenance activities and suggest proactive measures to minimize risks and failures; supervise the allocation of office space in a fair and transparent manner.
- Maintain and update all documents and files for all support function including personnel records of all staff, and ensures utmost confidentiality of sensitive data.
- Communicate on a regular basis the NRC Handbook, Code of Conduct and other regulations and ensures understanding, implementation and compliance from all Area Office staff (programme and support).
- Remain informed of all activities, achievements and challenges in the area of operations in order to inform external liaison efforts and be able to extend relevant operational support to program teams.
- Seek advice and support from the Area Manager on an on-going basis.
- Constructively engage in relevant NRC planning processes (e.g. scenario planning, Emergency Response Preparedness and planning, etc.).
- Represent NRC in relevant coordination forums in NES.
- Mentor staff under direct supervision and encourage delegation of responsibilities, according to staff capacity; carry out performance management for all direct reports in accordance with NRC's performance management manual. Facilitate performance management of all indirect supports (i.e. core competency field staff).
- Promote a positive, safe and inclusive work environment for all Area Office staff, including through effective staff feedback mechanisms, pro-active efforts towards gender balance in field teams, regular staff meetings and clear, effective and positive internal communication.
- Any other relevant activity as requested by the Area Manager

Qualifications

- Previous relevant managerial experience
- Previous experience from working in complex and volatile contexts
- Experience from working in support functions in a humanitarian/recovery context as an asset
- Fluency in English, both written and verbal
- Context/ Specific skills, knowledge and experience:
- Relevant university degree
- Ability to administer an office, a team and complex activities
- Affinity with managing external relations, including with local authorities (formal and informal)
- Instinct for problem solving and settling conflicts
- Very good knowledge of the local language
- High degree of emotional intelligence

Personal qualities

- Handling insecure environments
- Managing resources to optimize results
- Empowering and building trust
- Managing performance and development
- Planning and delivering results
- Strategic thinking

We can offer

Contract period: Up to one year, renewable based on NRC fund and performance.

Salary/benefits: According to NRC's salary scale and terms and conditions.

Duty station: Al-Hasakah

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