



Job Specification:

Human Resource Coordinator

Department:	Support – HR and Administration
Grade:	8 (Eight)
Line managed by:	HR and Admin Manager
Responsible for line managing:	HR Officers
Location:	Northwest Syria – Homs/ Hama

MAG's Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG's Mission is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

MAG's Values: Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behavior and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

DETERMINED - we work with purpose.

EXPERT - through excellence and expertise we build trust.

INTEGRITY - we strive to do the right thing.

COMPASSION - people come first in everything we do.

INCLUSIVE - we are inclusive, and we value diversity.

Job Purpose:

The HR Coordinator, under the guidance of the HR & Administration Manager, delivers timely and compliant HR support to ensure effective implementation of MAG's human resources strategy across Northwest Syria. Working closely with HR Officers and administrative teams in Homs/Hama and Damascus, the role ensures efficient recruitment, contract and payroll management, staff development, performance processes, and overall workforce support to maintain operational readiness in all MAG locations in the Northwest.

Job Description

Detailed Responsibilities:

HR Policy, Procedures & Compliance

- Ensure full implementation and compliance with MAG HR policies and Syrian labor laws across all Northwest Syria bases, providing timely guidance to staff and managers.
- Monitor legal and statutory changes affecting Northwest Syria operations and advise the HR Manager on required updates or risk-mitigation actions.
- Maintain accurate and up-to-date HR systems for Northwest Syria, including contract databases, probation tracking, renewals, and statutory deduction compliance.
- Deliver policy refreshers and respond to staff inquiries in Northwest Syria, escalating complex matters to the HR Manager as needed.
- Represent MAG's HR function for Northwest Syria by participating in HR coordination meetings with INGOs and supporting continuous improvement of HR practices in the area.

Staff Benefits & Payroll

- Ensure accurate verification of staff timesheets from all Northwest Syria bases, confirming correct budget codes prior to monthly salary processing.
- Coordinate closely with HR Officers across Northwest Syria to finalize, validate, and reconcile payroll figures before submission for bank transfers.
- Maintain a strong understanding of MAG's payroll system and grading structure, providing informed guidance to managers in Northwest Syria on salary placements during recruitment.
- Support the collection and consolidation of payroll-related data required for NGO salary surveys conducted in Syria.
- Uphold compliance and accuracy in all payroll processes for Northwest Syria, ensuring timely resolution of discrepancies and alignment with MAG policy

Recruitment & Onboarding

- Lead and support timely, high-quality, and compliant recruitment processes across all Northwest Syria bases, ensuring alignment with MAG policies, Syrian labor law, and HR due-diligence requirements for operations roles.
- Ensure all new and replacement positions in Northwest Syria are budgeted, aligned with approved HR plans, and supported with updated job descriptions.
- Maintain and regularly update candidate rosters for MAG Syria, assisting Line Managers with long-listing, short-listing, and completion of recruitment documentation.
- Participate in interview panels, organize written tests, and deliver HR-related induction and mandatory trainings—such as Code of Conduct and Safeguarding—to ensure consistent onboarding standards in Northwest Syria.
- Coordinate smooth onboarding of national staff by working closely with hiring managers in Northwest Syria to ensure all administrative, contractual, and orientation steps are completed effectively.

Performance Management & Learning/Development

- Oversee and track performance management processes across Northwest Syria to ensure timely goal-setting, mid-year reviews, and annual appraisals aligned with contract changes and organizational standards.
- Ensure consistent implementation of MAG's performance management system in Northwest Syria by guiding managers and staff, monitoring deadlines, and escalating delays or gaps as needed.
- Maintain an up-to-date database of training providers and coordinate staff participation in learning and development activities relevant to Northwest Syria operational needs.
- Manage probation confirmation processes for Northwest Syria staff, ensuring timely evaluations,

documentation, and communication with line managers regarding performance concerns.

- Coordinate the full exit management process for departing staff in Northwest Syria, including preparing termination documentation, conducting exit interviews, and ensuring smooth administrative closure.

Safeguarding

- Uphold and promote MAG’s Safeguarding Framework across Northwest Syria—ensuring full compliance with policies on Personal Conduct, Protection of Children and Vulnerable Adults, Dignity at Work, Reporting Malpractice, Equal Opportunities, and Modern Slavery.
- Foster an open, transparent, and respectful working environment that strengthens safeguarding culture within and across all Northwest Syria teams.
- Ensure all staff clearly understand safeguarding expectations, proactively addressing concerns and challenging any behavior that falls below MAG’s standards.
- Respond promptly and professionally to all safeguarding concerns, reports, or complaints, ensuring they are taken seriously, properly documented, and investigated thoroughly in accordance with MAG procedures.

General Responsibilities:

- Work in alignment with MAG’s core values, demonstrating professionalism, accountability, and respect in all interactions across Northwest Syria offices.
- Represent MAG with integrity in all internal and external engagements, ensuring that conduct reflects the organization’s standards and mission.
- Participate in meetings and coordination forums as assigned by Management, contributing effectively to discussions and decisions affecting Northwest Syria operations.
- Apply learning from relevant training and development programs to continuously strengthen HR practices and service delivery within the Northwest Syria context.
- Perform additional tasks assigned by the HR Manager to support the effective functioning of the HR department and contribute to MAG Syria’s overall mission and operational priorities

Person Specification

<p>Essential Experience</p> <ul style="list-style-type: none">• Bachelor’s degree in human resources management or a related field, with a minimum of 6 years of HR experience, including at least 3 years in the non-profit or humanitarian sector.• Fluency in English and Arabic, with strong verbal and written communication skills in both languages.• Strong proficiency in computer applications, particularly MS Word, Excel, and general internet-based tools.• Comprehensive knowledge of Syrian labor laws and other relevant statutory regulations.
<p>Essential Aptitude, skills and Knowledge</p> <ul style="list-style-type: none">• Strong negotiation skills with the ability to handle disputes and conflicts effectively.• Ability to work under pressure, manage a high workload, and meet tight deadlines in a fast-paced environment.• Proficient in computer applications, with a preference for experience with online HR databases.• Willingness to travel frequently to field locations.• Ability to work collaboratively as part of a culturally diverse team, with sensitivity to cultural

differences.

- Demonstrated ability to maintain confidentiality.

Qualifications

- Bachelor’s degree in human resource management or equivalent experience in human resources minimum 6 years, including 3 years in non-profit/humanitarian sector.

Desirable

- Previous experience as a Coordinator or Manager role in the HR department.

Signed employee:	Date:
Signed manager:	Date: