**Syria Programme Manager**

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| **Job Level** | 5 | **Service** |  |
| **Directorate** | International / Middle East, North Africa (MENA) region | **Function** | Programmes & Partnerships |
| **Direct Reports** | 1 | Indirect Reports | 0 |

# Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Within the International Division, the Global Partnerships and Programmes Department provides oversight of our partnerships with Red Cross and Red Crescent National Societies and provides support for the development, implementation and review of organisational capacity building, disaster management and longer-term community resilience programming. The department works in partnership externally with National Red Cross and Red Crescent Societies, the International Federation of the Red Cross (IFRC) and International Committee of the Red Cross (ICRC), and internally within a matrix relationship of technical advisers and policy professionals.

Humanitarian needs in Syria remain extensive in 2025 as insecurity and instability, climate shocks (worst drought in 36 years), and economic collapse continue to drive vulnerability and displacement. Ninety percent of Syrians live below the poverty line; families are cutting back on essentials. Humanitarian indicators expected to worsen despite transitional government efforts.

# Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles:](http://www.redcross.org.uk/principles) humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

# Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

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| **Purpose** | The British Red Cross (BRC) and the Syrian Arab Red Crescent (SARC) share a long-standing bilateral partnership grounded in jointly identified priorities aligned with SARC’s 2023–2027 Strategy. A central focus of this collaboration is National Society Development, aimed at strengthening SARC’s capacity to deliver effective humanitarian assistance.  BRC-supported programming in Syria emphasizes the use of Cash and Voucher Assistance (CVA) as a complementary modality.  Looking ahead, BRC will continue to support initiatives in cash preparedness, CVA programming, Community Engagement and Accountability (CEA), Protection, Gender, and Inclusion (PGI), and safeguarding. These efforts contribute to building community resilience and advancing early recovery and disaster management.  This position reports directly to the Country Representative and plays a pivotal role in supporting BRC’s operations in Syria. It involves close coordination with the Syria Programme Officer based in the UK and the broader BRC Syria team in Damascus. The role is embedded within a dynamic and collaborative structure that prioritizes strategic alignment and partnership.  The BRC Syria office works in close coordination with the MENA Regional Office under the Programmes and Partnerships division, which provides strategic guidance and oversight for BRC’s programming, including long-term capacity building and disaster management.  The role also engages with key partners including National Red Cross and Red Crescent Societies, the International Federation of Red Cross and Red Crescent Societies (IFRC), and the International Committee of the Red Cross (ICRC). Internally, it operates within a matrix structure, collaborating with technical advisers and policy experts to ensure coherence, quality, and impact across all programme areas. | | |
| **Budgetary**  **responsibility/ accountability** | Between £5,000,000 per year, or up to £10 million for emergency response programmes | **Accountability for other resources** |  |

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| **Key Responsibilities** | General Programme management  * Ensure that any risks as identified in the Risk Matrix (Financial, Organisational and External) and which relate to BRC programmes and activities are appropriately managed. * In coordination with the FRCM, monitor the BRC budget for assigned programmes, ensuring all programmes demonstrate value for money and cost effectiveness. * Work closely with the National Society to develop and manage all programmatic support, ensuring that all reporting, monitoring and evaluation is of a high standard and ensures full accountability to donors and beneficiaries. * Ensure the establishment and integration of effective monitoring, evaluation and learning in BRC supported programmes to support the development of approaches to planning, innovation and delivery. * Working with the SARC and using CEA and MEAL to develop a portfolio of longer-term development programmes that are aligned to the BRC and SARC strategies. * support SARC in clear planning and targeting of the programme activities. * Support SARC in design, develop and implement project strategies and work plans, ensuring they are in line with the program objectives and strategies. * With the support of the Programme Officer and the Programme Coordinator, maintain documentation of project process, progress and results and provide information and reports appropriately as required.   Technical support and capacity building   * Support SARC, together with the CVA Coordinator, in planning, assessments, implementation, monitoring, evaluations and reporting of the BRC supported projects, including financial and narrative reporting. * Work closely together with CVA Coordinator to build SARC capacity and successfully deliver the projects.   Representation, relationship and communication   * Represent the BRC with donors (FCDO, DEC, etc.) as agreed with the BRC Country Representative; * Represent the BRC with the SARC and with the RCRC Movement partners as well as externally as requested & agreed with the BRC Country Manager; * Organise and participate to field visits as requested; * Liaise with the BRC UKO and BRC MENA as needed and required;   Team Leader   * All team members understand their responsibilities and objectives * All resources involving staff managed in accordance with BRC policies and procedures * All staff are kept informed of relevant organisational plans and updates on development * Team ideas and comments are communicated and forwarded appropriately.  Team Member  * Actively participates in all team meetings * Supports other team members * Work and behaves in accordance with all BRC policies and procedures * Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamic). |
| **Knowledge & Skills**  Mark Essential with a \* | * \*Comprehensive understanding of the current political, social and humanitarian situation in the Middle East, especially around the Syria Crisis * \*Experience of analysing humanitarian contexts and operations, identifying pertinent issues, making operational and strategic recommendations * \*An understanding of the various standards that are applied to humanitarian operations (e.g. SPHERE, the Red Cross Code of Conduct, etc) * \*Ability to quickly, rigorously, and accurately write documents / reports and prepare financial analysis for a wide variety of uses (e.g. strategies, plans, terms of reference, MoUs etc.) * \*A general knowledge of the key sectors in which BRC is likely to programme (i.e. livelihoods, CVA, DRR) * \*Experience with the design and implementation of Cash and Voucher Assistance and Livelihoods * \*Fluency in written and verbal English * \*Proven ability to represent an organization at a senior level * \*Strong budget and financial management skills * \*Ability to develop strong working relationships with internal and external stakeholders working in a partnership approach * Degree level (or equivalent qualification) in Disaster Management, International Development, International Relations, Management or other relevant subject * RCM training: CAP/ Field Assessment and Coordination Team (FACT) or equivalent trained; and/or personal and operational security management * Good level of Arabic language skills * Ability to communicate and present to a variety of audiences, including complex and evolving ideas * Knowledge of the structure, mandates and operational norms of components of the Red Cross Movement and an appreciation of the IFRC’s global disaster response tools, regional response mechanisms * Risk management skills and able to develop security plans / guidelines * Demonstrable knowledge of the role and function of associated support services in delivering humanitarian assistance * PECT trained |
| **Experience**  Mark Essential with a \* | * \*Proven and considerable experience in the development and management of multi-million pound and multi-faceted humanitarian assistance programmes * \*Strong staff management experience and clear evidence of leadership qualities * \*Demonstrable experience of managing humanitarian, recovery and/or development programmes in the Middle East * \*Proven track record of working through, and in support of, partner organisations (preferably local National Societies) including working to develop their organisational capacity to respond * \*Demonstrable experience working in demanding environments to multiple deadlines * \*Considerable experience of programme design, proposal writing, monitoring and evaluation * \*Demonstrable experience of working with donors and managing donor funded programmes (FCDO is essential and DEC and ECHO experience are * desirable) * \*Experience with the design and implementation of Cash and Voucher Assistance * Experience in working for IFRC, ICRC, or a Red Cross/Red Crescent national society in an international operations role * Experience in monitoring partners’ use of programming resources, preferably within the Red Cross Movement * Considerable experience of needs assessment and developing operational plans, preferably in an emergency response context |
| **Additional**  **requirements** | * Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy). * Willing and able to deploy at short notice to work/travel in remote and unstable areas * Willing and able to work beyond the statutory hours at short notice and be contactable outside office hours. |

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| DBS- England & Wales |  | |
| PVG- Scotland |  | |
| Access NI- Northern Ireland |  | |
| Driver Check |  |  |
| **International Roles Only** |  | |
| International Police Check |  | |
| International Driving Licence for manual cars |  | |

**Pre Engagement Checks**

Highlight bold as required

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| **Role Reference** |  | **Review Date**  **4th August 2024** |

*We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.*