

Country Representative

Based in Damascus, Syria

(Reference: 25|SYR|CR01)

What is IMPACT Initiatives?

OUR AIM: IMPACT aims to shape practices and influence policies in humanitarian and development settings, to positively impact the lives of people and their communities.

Created in 2010, IMPACT is a Geneva-based NGO and the largest independent data provider in contexts of crisis. We aim to support a range of stakeholders in making better, more informed decisions in humanitarian, stabilisation, and development settings. We believe that a key pathway to better planning and decision making is direct engagement with local communities.

How do we work?

IMPACT takes an initiative-based approach to structuring our programming. Each initiative has a specific aim, operational model, and portfolio of solutions.

REACH strengthens evidence-based humanitarian decision-making through efficient data collection, management, and analysis - before, during, and after an emergency.

PANDA improves the impact of humanitarian and development interventions through programme design, assessments, and monitoring & evaluation.

AGORA promotes localised and multi-sectoral aid action in support of the recovery and stabilisation of crisis-affected communities, in partnership with local stakeholders

Through our global team of research specialists, on average IMPACT publishes more than 1,700 information products on a yearly basis.

IMPACT was launched in 2010, at the initiative of ACTED, an international NGO whose headquarters are based in Paris. The two organizations have a strong complementarity formalized in a global partnership, which allows IMPACT to benefit from ACTED's operational support in countries of intervention.

We are currently looking for a Country Representative to lead our Syria country office.

Position	Country Representative
Contract duration	24 months
Start Date	1 August
Location	Damascus, Syria
Application Deadline	Applications close on 1 July, but early applications are encouraged and will be processed as they are received.

COUNTRY PROFILE

After more than a decade of conflict, Syria continues to face significant humanitarian challenges, compounded by renewed displacement, ongoing insecurity, severe economic decline, and worsening water scarcity and climate-related impacts affecting millions. In this evolving context, timely and accurate data remains crucial for targeted humanitarian action. Since 2013, REACH has conducted detailed assessments and analysis informing key humanitarian decisions, primarily focused on northeast and northwest Syria since 2018. In response to shifting dynamics, notably recent changes in governance, and lasting humanitarian needs country-wide, IMPACT is relocating its primary office to Damascus to enhance coordination and coverage across Syria.

FUNCTION

Under the management of IMPACT's Regional Coordinator in Geneva, the Country Representative is responsible for representing IMPACT and managing and developing IMPACT's programs in Syria. S/he leads the IMPACT team to achieve program excellence, ensuring the highest levels of impact and accountability while adhering to IMPACT guidelines, policies, and standards across the mission. The Country Representative maintains regular communication with HQ, promptly and clearly conveying organizational risks to the Regional Coordinator, the Director of Country Programs and Operations, and other relevant HQ Senior Management. S/he promotes the organizational vision and core values across the mission and actively contributes to implementing IMPACT's global strategies in coordination with HQ. The Regional Coordinator will support the Country Representative in finalizing IMPACT's registration in Damascus.

SPECIFIC RESPONSIBILITIES

The Country Representative's responsibilities include:

STRATEGIC LEADERSHIP

Develop and execute an updated Country Strategy aligned with IMPACT's global objectives and Syria's evolving humanitarian context.

Identify strategic opportunities, consolidate ongoing initiatives, and explore new areas to maximize IMPACT's relevance and effectiveness in Syria.

PROGRAMME & PROJECT MANAGEMENT

Oversee and guide project teams to ensure timely, compliant, and results-driven implementation.

Facilitate coordination and communication among IMPACT project teams and partner organizations, enabling efficient project delivery, clear roles, and impactful outcomes.

FUNDRAISING & DONOR ENGAGEMENT

Actively identify and secure funding opportunities in line with the Country Strategy and in coordination with HQ.

Lead on proposal development and manage donor relationships, ensuring alignment with strategic objectives and program priorities

FINANCE & BUDGET OVERSIGHT

Ensure rigorous financial management of projects, including accurate budgeting, forecasting, and timely financial reporting to HQ.

Identify and mitigate financial risks, ensuring optimal and efficient use of resources.

HUMAN RESOURCES & TEAM LEADERSHIP

Provide leadership and guidance to the IMPACT team, fostering professional development, performance excellence, and adherence to organizational policies.

Ensure transparent and strategic recruitment and career management processes, coordinating closely with HQ.

REPRESENTATION & COORDINATION

Establish and nurture productive relationships with key stakeholders, including donors, UN agencies, NGOs, and local partners, effectively representing IMPACT's strategic interests.

Actively contribute to key humanitarian forums and enhance the visibility and impact of IMPACT's work in Syria.

Serve as IMPACT's legal representative in Syria, ensuring appropriate engagement and liaison with relevant government authorities in line with registration and operational requirements.

REQUIREMENTS

Academic Excellent academic qualifications, including a master's degree in a relevant discipline (International Relations, Political Sciences, Social Research, Development Studies, or similar).

Management experience Previous experience in a senior management role in an INGO at field level. Track record in successful management of teams in humanitarian contexts.

Familiarity aid system Familiarity with the aid system, and the research community.

Communication/reporting skills Excellent communication and drafting skills for effective reporting, including proven experience in contributing to high level presentations/briefings.

Years of work experience At least 5 years of relevant working experience.

Research skills Experience in assessments, M&E, field research, evaluations an asset.

Multi-tasking skills Ability to multitask with tight deadlines in complex environment.

Level of independence A self-starter with a proven ability to work independently.

Cross-cultural work environment Ability to operate in a cross-cultural environment.

Language skills Fluency in English required.

Security environment Ability to operate in a complex and challenging security environment.

COMPENSATION AND BENEFITS

Salary	Salary between 4'800 CHF and 4'920 CHF monthly (before income tax), etc as well as a monthly living allowance of 500 USD. IMPACT salaries are strictly determined by our salary grid depending on the grade of the position and the level of education of staff. A location-dependent security and/or isolation adjustment is then applied, to recognise locations where living and working conditions are more difficult than elsewhere.
Accommodation	Accommodation provided in the guesthouse or through monthly living allowance for rental of private accommodation.
Annual Leave	Annual leave of 36 days per year. Public holidays of the country of assignment. Family/compassionate leave when applicable.
Pension Scheme	Enrolment in Swiss private pension fund (Swisslife – approx. 9.975% of staff gross salary)
Insurance	Health insurance, life insurance and repatriation assistance. IMPACT prioritizes the psychological safety of staff and health insurance includes up to 1000€ per year of psychosocial counselling fees.
Travel	Flight tickets every 6 months & visa fees covered.
Relocation	Luggage allowance of 20 – 100kg, depending on the length of the contract (+ luggage and personal property insurance)
Predeparture Induction	Three days at IMPACT Initiatives' HQ in Geneva + one week pre-departure training in ACTED HQ in Paris, including a four day in situ security training;

