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Terms Of Reference for Temporary Appointment

Post Title:	**Technical Officer (Accountability to Affected Populations)**
Post level:	**NOA**
Section:	**PME**
Duty Station:	**Damascus, Syria Country Office**
TA Duration:	**364 days**
Supervisor:	**Monitoring & Evaluation Specialist (NOC)**

Background

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic office context :

The Syrian Arab Republic is in a period of recovery and transition. Humanitarian needs remain high, driven by poverty, disrupted services and displacement, while the political transition and large-scale returns create space for government-led recovery. UNICEF Syria is starting a new programme cycle under the Country Programme Document 2027–2030, which follows a twin-track approach. UNICEF continues direct implementation, alone and through partners, to meet the urgent needs of children and families. In parallel, it supports national systems so that government institutions progressively take over the delivery of services and social protection.

In this context, accountability to affected populations is a crucial function across both tracks. Where UNICEF delivers directly or through partners, children, adolescents and families must receive timely and accessible information, be able to give feedback and raise complaints safely, and see their feedback shape programme decisions. As delivery shifts to national systems, UNICEF supports government counterparts to build the same accountability into their own services, through feedback and grievance mechanisms that reach women, children, persons with disabilities, displaced people and returnees. The post supports the Country Office in meeting these commitments across sections and field offices, in line with the Core Commitments for Children in Humanitarian Action.

Purpose for the Post:

Under the general guidance and supervision of the Monitoring & Evaluation Specialist, the Technical Officer (AAP) will support the implementation of Accountability to Affected

Populations (AAP) in UNICEF Syria Country Office (SCO) across programmes. The position will help strengthen feedback and complaints mechanisms, and the systematic use of community voices, feedback and insights to inform programme design, implementation and adaptation.

The Technical Officer (AAP) will support UNICEF programme teams and implementing partners to integrate AAP principles in programming and partnerships, and to ensure that feedback from affected populations is captured, analysed, shared and used to adapt programmes. The position will also contribute to strengthening the capacity of implementing partners and local actors on accountability to affected populations.

The incumbent, based in the Planning, Monitoring and Evaluation section, will work closely with programme sections and field office teams to support a coherent and cross-sectoral approach to AAP. The post will be based in Damascus, with travel to field offices, and will require close collaboration with other UNICEF sections, including Social and Behaviour Change (SBC) and Protection from Sexual Exploitation and Abuse (PSEA), as well as with other UN agencies and local and international NGOs.

Overall, the position aims to help ensure that the voices, feedback and priorities of affected communities are integrated throughout the programme cycle and contribute to more responsive, inclusive and accountable programming.

MAIN DUTIES/RESPONSIBILITIES:

1. **Community feedback, participation and community engagement**

- Monitor the functioning of the established Community Feedback Mechanism (CFM), including response times, referrals and closure of the feedback loop, and report gaps and corrective actions to the supervisor.
- Support the piloting of additional feedback channels requested by communities, such as face-to-face feedback, help desks at service points and client satisfaction surveys, and ensure they feed into the same CFM system.
- Contribute to the development of child-friendly feedback options for children and adolescents, based on consultations with affected populations
- Refer sensitive complaints, including allegations of sexual exploitation and abuse, immediately and confidentially through the agreed PSEA and safeguarding procedures, and handle feedback data in line with UNICEF data protection standards.
- Support sections and partners to give communities timely, accessible information on UNICEF-supported services and on how to give feedback.

2. **Strengthening local capacity on AAP**

- Support the mapping of AAP capacity and feedback mechanisms of implementing partners, and follow up on agreed improvement actions.
- Prepare AAP training materials for partners, and facilitate trainings on AAP for implementing partners and field office staff.
- Support local and national partners to give feedback on UNICEF's performance as a partner, in line with UNICEF's localization principles.

3. **Monitoring and AAP integration with programme sections**

- Analyse CFM data and feedback trends, share them regularly with programme sections, and follow up on how they are used to adapt programmes
- Provide inputs to programme sections on AAP indicators and activities, including in Programme Documents with implementing partners.
- Conduct regular field visits and focus group discussions with children and adults to gather feedback on the knowledge, accessibility, quality and safety of UNICEF-supported services and identify opportunities for improvement.
- Work with the Social and Behavioural Change programme to ensure that information provision needs are met based on community feedback
- Coordinate the network of AAP focal points in programme sections and field offices, including by sharing guidance and tools.

4. **Reinforcing AAP with cross-cutting areas and collective AAP**

- Ensure that feedback data are disaggregated by sex, age and disability where possible, and share relevant findings with the gender and disability inclusion focal points.
- Support UNICEF's participation in the inter-agency AAP working group and in the collective AAP mechanism coordinated by the Resident Coordinator's Office, by sharing UNICEF feedback trends and following up on cases referred to UNICEF, so that UNICEF uses the collective mechanism rather than parallel arrangements.

UNICEF values and competency Required

Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core Competencies (For Staff with Supervisory Responsibilities)

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)
- Nurtures, Leads and Managers people (2)

Recruitment Qualifications

Education: A university degree in any of the following fields is required:

Social Sciences, Public Administration, Business Administration, Education, Health, sociology, anthropology, psychology, communication, public relations or other relevant fields related to the work of UNICEF.

Experience:

A minimum of one year of relevant professional experience in the field of humanitarian or development programming, humanitarian assistance, protection, **accountability to affected populations (AAP),** community engagement, **feedback mechanisms,** or related fields. Knowledge of the **humanitarian principles**, **child rights,** protection principles and safeguarding standards.

Skills:

Accountability to Affected Populations (AAP), Community Feedback Mechanisms (CFM), Data Analysis and Reporting, Qualitative Research Methods, Training and Capacity Building, Child Safeguarding and PSEA

Desirable:

- Experience working with UNICEF, UN agencies, INGOs, or NGOs.
- Experience working with local and national NGOs and with the localisation agenda.
- Experience in emergency and protracted crisis settings.
- Experience supporting inter-agency coordination mechanisms, working groups, clusters or accountability networks.
- Experience in designing and facilitating participatory sensitization and capacity building sessions at different levels with diverse, multicultural teams
- Experience in and knowledge of Syria and the Syria context.

Language Requirements: Proficiency in English and fluency in Arabic is required.

Additional Requirements: Willingness and readiness to undertake frequent field missions is required.

CHILD SAFEGUARDING

Is this position considered as "Elevated Risk Role" from a child safeguarding perspective?
☒ Yes ☐ No *If yes, check all that apply*
Direct Contact Role
☒ Yes ☐ No If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:
15 days each month
Child Data Role
☒ Yes ☐ No If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):
Full time
Safeguarding response role: (Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations)

☐ Yes ☒ No
Assessed Risk Role
☐ Yes ☒ No
More information is available in the Child Safeguarding SharePoint and Child Safeguarding FAQs and Updates