



Job Specification:

HR Manager: Syria Programme Development

Department:	People and Culture
Scale:	UK 4
Line managed by:	Head of HR
Responsible for line managing:	N/A
Location:	UK - Remote

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 behaviour 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:

MAG anticipates growth in our Syria programme over the course of the next six months as we move from programming exclusively in Northeast Syria, to also covering Northwest and Central Syria. Each area operates under different administrative and legal frameworks, requiring tailored HR approaches. This potential expansion in staffing and operational bases presents an opportunity to review, develop and improve our People and Culture systems, processes and initiatives across our Syria programme.

This role will focus on designing and delivering pro-active recruitment/resourcing methods for both local and international roles, local employment-related research as it relates to contract modalities and employment law, HR systems development (policies, toolkits, handbooks benchmarking etc.) and broader organisational People and Culture related support, to ensure our Syria People and Culture function is adapted to the context, transparent, accessible and legally compliant.

This work is key to helping ensure our strategic priority of a globally inclusive workforce, with the right skills, capacity and culture to deliver the highest quality of programming, with the most possible impact.

Job Description

Resourcing Needs Identification:

- Conduct regular meetings with the Country Director and other senior managers to discuss immediate and future staffing requirements for both local and UK contracted roles.



- Coordinate horizon scanning for recruitment needs to the end of 2025, including priorities, timelines, and resource planning
- Working with MAG's Head of Talent and wider resourcing team, draft initial job specifications, adverts, selection exercises and interview questions for expected roles to ensure maximum preparedness.
- Develop recommendations to address potential resourcing challenges linked to programme development within this time period.

Resourcing / Talent Acquisition

- Working with MAG's Head of Talent and wider resourcing team, provide support to talent acquisition processes for UK contracted roles, including supporting the process of candidate generation and selection.
- Working with the in-country MAG Syria HR Manager, identify future locally contracted roles and support forward planning for the recruitment of these, including but not limited to job specifications, adverts, interview questions, background checks, appointment paperwork etc.
- Develop contingency plans for recruitment/onboarding in low-infrastructure contexts (e.g. lack of internet).

HR Frameworks

With the Head of HR and in-country HR Manager, coordinate the review of MAG's HR Framework for Syria, improving the existing framework, and expanding it to also be suitable for work in Northwest and Central Syria, ensuring an effective and consistent approach to local staff management in line with MAG's culture, vision, values and People and Culture Strategy. This will include:

- Reviewing MAG's local contracting methodology to ensure that it is appropriate for contracting in both Northeast Syria and Northwest / Central Syria, based on different employment law requirements.
- Review MAG's staff handbook to ensure compatibility with MAG standards, appropriate best practice and the different legal frameworks in Northeast and Northwest / Central Syria. This will include researching legal requirements, refining terms and conditions of employment and analysing compliance and risk.
- Review MAG's reward framework for Syria, making recommendations for change and supporting implementation, based on differing macro-economic contexts across Northeast and Northwest / Central Syria.
- Review MAG's HR systems, processes and tools within the Syria programme, and work with the in-country HR Manager to design and implement changes to support best practice and compliance within the programme.
- Support and coach local HR Managers and their teams to develop capability.
- Working alongside MAG's EDI Manager, ensure that EDI considerations are embedded in all local HR operations, projects, policies and initiatives.

Wellbeing and Safeguarding Framework Support

- Map external support services (counselling, healthcare, wellbeing) for new locations of work.
- Work with MAG's Safeguarding Lead to support the further development of Safeguarding tools for new locations of work.

Operational HR Services and Advice

Alongside and supporting MAG's Programmes HR Manager responsible for the Middle East Region, provide assistance in the delivery of BAU activities as requested. This may include:

- Supporting the delivery of a comprehensive operational HR service for UK contracted employees in Syria
- Guiding, supporting and coaching managers to manage and resolve 'people' issues – including Safeguarding related - to reduce risk and liability.
- Supporting the coordination/management of insurance cases following illness or accident, liaising with MAG's insurance brokers and medical assistance company as necessary.
- Supporting the HR contribution to proposals and bids
- Conducting induction activities with new staff, focussing on new managers.
- Providing managers in the region with expert guidance, coaching, support and advice relating to all other aspects of the management of employees, reducing organisational and legal risks, ensuring regulatory compliance, and supporting MAG's culture and values.

**General**

- Provide cover for the other HR Managers where required.
- Support the delivery of HR support to other programmes in the Middle East region (Iraq, Lebanon, Jordan, Occupied Palestinian Territories) as required.
- Ensure MAG's standards related to data protection and confidentiality are followed at all times.
- Act as a champion of MAG's values, including the Code of Conduct and other Safeguarding policies, ensuring MAG maintains an environment and culture of reporting and appropriate action.
- Support and promote staff welfare, safeguarding, health and safety and security.

All staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference

Person Specification**Essential Experience**

- Demonstrable track record of managing and delivering HR services in an international setting and supporting managers with HR issues remotely.
- Experience of supporting managers to resolve a wide range of complex employee relations issues
- Experience of developing and implementing HR policies and procedures
- Experience of coaching and/or mentoring HR professionals to improve capability
- Proven track record of supporting organisational readiness and workforce planning
- Experience in developing and implementing HR systems and processes in an international setting

Essential Skills and Knowledge

- Strong organisational skills with the ability to develop and implement robust systems
- Demonstrable ability to develop and maintain excellent working relationships at all levels often remotely
- Strong organizational and project management skills, and the ability to develop and deliver new systems and initiatives that add value
- Working knowledge of employment law at least one Middle East / conflict or post-conflict setting.
- Excellent communication and influencing skills, both written and verbal, with the ability to convey complex information clearly and credibly on paper, remotely and face-to-face
- Strong research skills with the ability to analyze and synthesize information from various sources.

Essential Aptitude

- Ability to demonstrate leadership and model best practice in people management
- Ability to demonstrate initiative, be proactive and offer a solution-oriented approach
- Ability to think and act strategically and influence at senior levels to resolve complex issues
- Ability to work at pace and with a range of competing demands whilst maintaining excellent judgement
- Determined and committed to high quality standards
- Ability to establish effective working relationships at all levels internally and externally often remotely
- Ability to prioritise work, meet deadlines and work calmly under pressure



- Commitment to MAG's strategic direction and core values
- Self-motivated, flexible and enthusiastic approach to work with the ability to work with a high degree of autonomy

Desirable

- Experience of managing and delivering HR services in an international NGO setting, across varied cultures and employment frameworks
- Knowledge and experience of dealing with HR and Safeguarding issues within an international NGO
- Knowledge and understanding of the HR issues involved in delivering legally and contractually compliant programmes
- Graduate member of the Chartered Institute of Personnel and Development (CIPD) or working towards it.
- Experience of interpreting and applying national labour law and of developing HR policies and frameworks which demonstrate compliance
- Understanding of NGO programme design, development and management

Signed employee:	Date:
Signed manager:	Date:

August 2025