Human Resources Officer

The HR Officer ensures that HR administration at DCA Syria is accurate, timely, confidential and compliant with DCA policies, staff regulations and applicable national labour law. Reporting to the HR Coordinator, the position covers personnel files, recruitment support, contract administration, onboarding and offboarding, and leave and attendance for all staff across the country office and its field locations. It acts as the first point of contact for line managers on HR matters, prepares documents for the HR Coordinator's approval, escalates complex or sensitive cases, and handles confidential data under strict access and retention rules.

Functional Responsibilities

- Acts as first point of contact for line managers on HR administration of their teams, escalating complex or sensitive cases to the HR Coordinator when necessary.
- Ensures HR practice complies with DCA policies, staff regulations, HR procedures and applicable national labour law, including social security requirements.
- Contributes to drafting local HR policies, procedures and tools (such as salary scales, promotion procedures and personnel file standards) and implements them once approved.
- Contributes to implementing the country office's HR priorities and annual HR strategy so that HR supports operational needs.
- Creates and maintains complete, confidential personnel files (physical and digital) for all staff: contracts, ID copies, certificates, performance evaluations, training records, and disciplinary or grievance documents.
- Runs quarterly file audits against a standard checklist and follows up on missing or expired documents.
- Keeps the HRIS and staff lists up to date with new hires, changes and separations.
- Applies data-protection and confidentiality rules, including access control, retention and archiving.
- Supports recruitment by screening applications, preparing shortlists, arranging interviews and conducting reference checks, in line with DCA procedures.
- Prepares contracts, amendments, extensions, transfers, acting-up arrangements and separation documents for approval by the HR Coordinator.
- Confirms with line managers and Finance that contract terms match approved job descriptions, grades, budgets and donor funding.
- Maintains a contract tracker and alerts line managers at least 60 days before contract end dates, and ahead of probation reviews and renewals.
- Prepares employment, salary and other HR letters on request, for approval by the HR Coordinator.
- Ensures onboarding (induction documentation, policy acknowledgements) and offboarding (clearance, final entitlements, exit documents) are completed and filed.
- Follows up probation evaluations with line managers and files the DCA form signed by staff and line manager.
- Supports the performance management cycle with reminders, collection of evaluations and filing.
- Maintains training records for all staff and ensures training logistics are in place to support learning and development.
- Maintains accurate records of all leave types (annual, sick, maternity and paternity, unpaid, special) and up-to-date leave balances.
- Verifies timesheets, attendance and overtime against leave records, and advises staff and managers on leave entitlements on request.

•Provides Finance with verified monthly HR inputs for payroll (contract changes, leave, attendance).
•Prepares monthly or quarterly reports (headcount, turnover, contract expiries, leave liabilities) and supports audits and donor verification.
•Maintains and improves HR forms, templates and filing systems, and supports HR projects.

Minimum Required Qualifications & Experience

•Bachelor's degree in human resources, business administration or a related field.
•At least 4 years of HR experience covering HR administration, recruitment and personnel management, and payroll support.
•Working knowledge of Syrian labour law and social security procedures.
•Fluent written and spoken Arabic and English.
•Good command of MS Office (especially Excel), and experience with HRIS or HR databases.
•High level of discretion, attention to detail and ability to work to deadlines.

All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check as part of the recruitment process. It is a prerequisite that you can pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.