



Madaniya Program Officer

Employer: [Madaniya](#)
Job title: Program Officer
Reporting: Head of Programs
Location: Syria (four positions). Duty stations will be determined based on Madaniya's operational needs to ensure coverage across the northern, eastern, central, and southern regions of Syria, with occasional travel within Syria and internationally as required.
Deadline: 18 July 2026

Background

Madaniya is an umbrella platform bringing together over 250 Syrian civil society organisations committed to reclaiming political agency within the Syrian civic space. Legally, Madaniya is registered as a charitable organisation in the United Kingdom (UK), France, and Syria. Each legal entity is governed by a dedicated Board of Trustees and operates in compliance with national regulations while remaining strategically guided by a unified Board of Directors that sets the strategic direction, ensures alignment across entities, and upholds Madaniya's shared vision, mission, and values.

Following the fall of the Assad regime, Madaniya aims to shift its centre of gravity to Syria. With its official registration in the country now finalised, this transition requires careful planning to gradually relocate all programmes and operations inside Syria, while closely monitoring developments and adjusting to potential uncertainties. Throughout this process, Madaniya will continue to operate strategically across all its current locations until the move is fully completed.

This shift is central to Madaniya's mission of reclaiming civic and political agency from within Syria, ensuring that local leadership drives the organisation's agenda during the transitional phase.

Purpose of the Role

The Program Officer supports the design, coordination, implementation, monitoring, and continuous improvement of Madaniya's programs and projects, with a particular focus on stakeholder and member communication, outreach, engagement, partnership development, and institutional strengthening. Working under the supervision of the Head of Programs, the Program Officer serves as a key point of contact for member organisations and external stakeholders, contributing to programmatic activities, facilitating participatory processes, supporting programme quality, grant compliance, knowledge management, and organisational learning and helping maintain the relational infrastructure that underpins Madaniya's collective work. This is a mid-level role requiring strong interpersonal, organisational, and communication skills, as well as a solid understanding of Syria's civil society landscape, the political transition context, and principles of locally-led development.



Key Responsibilities

1. Member Communication & Outreach

- Serve as a primary point of contact for Madaniya's member organisations, maintaining regular and responsive communication.
- Develop and maintain a structured Member Engagement Plan, ensuring regular communication, follow-up, and meaningful participation of member organisations.
- Develop and implement outreach plans to engage existing and prospective members across diverse geographic and sectoral contexts.
- Draft member-facing communications, including updates, invitations, and meeting summaries, and coordinate with the Communications function, where applicable, to ensure consistency with Madaniya's communication standards and messaging. Maintain and regularly update member contact databases and engagement records.
- Monitor and analyse member engagement, participation trends, and communication effectiveness, and recommend actions to strengthen member participation and retention.
- Identify opportunities to strengthen collaboration, peer learning, and collective action among member organisations.
- Support the implementation and periodic review of Madaniya's Membership Strategy and contribute to the continuous improvement of member engagement processes.

2. Stakeholder Engagement

- Support the cultivation and maintenance of relationships with civil society actors, INGOs, UN agencies, and other relevant stakeholders.
- Coordinate logistics and preparation for meetings, consultations, and events involving external stakeholders.
- Draft correspondence, briefing notes, and background materials for stakeholder interactions.

3. Program Support & Implementation

- Support the planning, implementation, monitoring, and adaptive management of assigned programs and projects in accordance with approved work plans, budgets, donor requirements, and organisational policies.
- Assist in drafting programmatic reports, activity summaries, and internal updates.
- Work with the logistics officer to coordinate logistics for programmatic activities, including workshops, consultations, and field visits.
- Develop and maintain detailed implementation trackers, activity schedules, and progress monitoring tools.
- Monitor program progress against indicators, milestones, outputs, and deliverables.
- Coordinate program documentation and ensure complete filing of project records in accordance with Madaniya's documentation procedures.



4. **Membership Engagement & Development**

- Support the onboarding of new member organisations, including preparation of orientation materials and facilitation of introductory processes.
- Facilitate participatory processes and events that strengthen member ownership and collaborative engagement.
- Document member feedback and perspectives to inform program design and organisational learning.
- Analyse member feedback and recommend improvements to organisational approaches, services, and collaborative initiatives.

5. **Mapping & Research**

- Contribute to ongoing mapping of Syrian civil society actors, their mandates, networks, and operational contexts.
- Conduct desk research and produce summaries, briefs, and background notes to support programmatic and representational activities.
- Monitor relevant developments in Syria's civic and political landscape and flag key trends to the Head of Programs.

6. **Internal Coordination**

- Coordinate closely with Finance, Operations, Communications, HR, and Procurement teams to ensure effective program implementation.
- Maintain organised documentation of programmatic activities, correspondence, and stakeholder engagement.
- Contribute to internal learning processes and team meetings.

Required Qualifications and Competencies

- Minimum **3–5 years** of progressively responsible experience in program management, civil society strengthening, governance, political participation, peacebuilding, or institutional development within NGOs, INGOs, UN agencies, or similar organisations.
- Demonstrated experience in stakeholder engagement, partnership building, and community or membership engagement.
- Strong understanding of Syria's civil society landscape and the current transitional context.
- Strong communication, facilitation, research, analytical, report writing, planning, and stakeholder management skills.
- Ability to manage multiple priorities, build effective relationships, and work collaboratively in a team-based, values-driven environment.
- Proficiency in Microsoft 365 and Google Workspace.



Familiarity with Monitoring, Evaluation, Accountability and Learning (MEAL) principles and programme reporting is an asset.

- Excellent written and spoken Arabic, with professional working proficiency in English.

Application Instructions

- To apply for the role, please send a cover letter along with your CV, stating your relevant experiences and skills to m.jobs@madaniya-csn.org.
- Please ensure your CV and cover letter are sent as PDF documents with the titles "Name – Cover Letter" and "Name - CV".
- Please indicate the following in the email subject line:
"Madaniya – Program Officer" or "مدنية – مسؤول/ة برامج", followed by the region for which you are applying (Northern, Eastern, Central, or Southern Syria).
- The deadline for applications is 18 July 2026.