



## Job Description

*A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.*

---

Position:	UDOC (Urban Displacement and Out-of-Camp) Outreach Assistant
Reports to:	UDOC (Urban Displacement and Out-of-Camp) Outreach Officer
Supervision of:	NA
Duty station:	NRC Ramadi Office, Western Anbar
Travel:	90% Daily travel to Areas of Concern

---

All NRC employees are expected to work in accordance with the organization's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization specialized in assisting and advocating for the rights of refugees, returnees and internally displaced people (IDPs).

### **Role and responsibilities**

The UDOC Outreach Assistant will be based in Ramadi supporting one of the Community Centres and the mobile outreach and community mobilization work that NRC is implementing in the area as part of its 'UDOC' (Urban Displacement and Out-of-Camp) project. The assistant will primarily facilitate the establishment of community engagement mechanisms within Ramadi, provide support to coordination or services and assistance in the area, as well as will provide support to ensure the smooth day to day running of the Community Centre when needed.

### Generic responsibilities

These responsibilities shall be the same for all positions with the same title. The responsibilities shall be short and essential. Details belong in the Work- and Professional Development Plan.

1. Adhere to NRC policies, tools, handbooks and guidelines
2. Assist with the implementation of the support function portfolio according to plan of action
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents
5. Promote and share ideas for improvement of the support function

### Specific responsibilities

a. Support to Coordination

- Participate in mapping exercises and assessments aimed at identifying the locations and needs of vulnerable populations in Western Anbar, by using participatory data collection tools and methodologies
- Coordinate with potential service providers (governmental, non-governmental, private, etc.) to improve the provision of assistance and referral mechanisms in Ramadi
- Collect and analyze information regarding obstacles and constraints to beneficiaries' access to services (including UDOC Community Centres) and suggest possible solutions

b. Communication with communities

- Use a range of tools and methods to disseminate relevant and meaningful information regarding the rights of returnees and IDPs, and services available in the area, in order to enhance access to services and legal remedies
- Support community committees to disseminate information as per the above
- Advertise the Community Center among potential visitors and ensure information about services offered is properly communicated
- Disseminate information about complaints and feedback mechanisms in Ramadi

c. Community Engagement

- Support the establishment, training, and follow-up of neighbourhood committees
- Facilitate access by other NRC Core Competencies to the Neighbourhood Committees

Any other responsibilities tasked by supervisor

## Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

### 1. Professional competencies

- University degree in social sciences (education, political science, international relations, law, journalism, gender studies, human rights).
- Experience working in a humanitarian/recovery context, preferably in community services or community engagement and mobilization, protection, community capacity building, or related field
- Some knowledge of English Language
- Fluency in Arabic, both written and verbal
- Political and cultural awareness, as well as good understanding of the displacement context in Ramadi.

### 2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies and the following are **essential** for this position:

- Planning and delivering results
- Communicating with impact and respect
- Working with people
- Coping with change

**Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework

## Job Description

"Achieving results through others"

*A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.*

---

Position:	ICT Assistant
Reports to:	Logistic Coordinator
Supervision of:	N/A
Duty station:	Ramadi
Travel:	10%
Duration and type of contract:	8 Months

---

All NRC employees are expected to work in accordance with the organization's core values: dedication, innovation, inclusivity and accountability, adhering to NRC policies, guidance and procedures. These attitudes and beliefs shall guide our actions and relationships.

### 1. Role and responsibilities

The ICT assistant based at Ramadi office is responsible for providing technical ICT support to the South center office.

#### Generic responsibilities :

1. Implement NRC's ICT policies and guidelines at office level
2. Ensure system security
3. Ensure that network access privileges, applications, data storage and regular backups are configured and maintained
4. Implement and update a data disaster recovery plan (back up)
5. Schedule computer related services, maintenance and license renewals
6. Ensure installation and maintenance of protection services (anti-viruses and firewalls)
7. Plan network upgrades, expansions and replacements
8. Supervise, train and develop eventual ICT staff
9. Pro-actively recognize requirements of NRC South and Central area office employees and provide training for network users
10. Facilitate for creating NRC official mail id for newly hire staff for area office

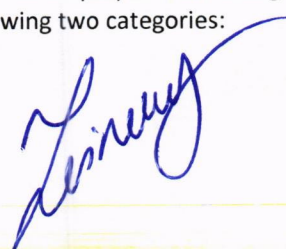
#### Specific responsibilities

- Ensure NRC all users abide to global NRC ICT policies and procedures
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Participate in the procurement processes of ICT equipment
- Analysis of problems, finding and delivering permanent solutions to problems, pro-actively troubleshooting and providing durable solutions to re-current problems
- Updating IT Inventory monthly and submit to Logistic Coordinator
- Contacting IT Coordinator in NRC CO Office for getting advise as and when needed
- Provide induction to newly hired staff for Ramadi office

### 2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

#### 1. Behavioral competencies



These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies and the following are **essential** for this position:

- Planning and delivering results
- Working with people
- Analyzing
- Handling insecure environments

### 3. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

#### **Generic professional competencies for this position:**

- Experience from working as an ICT in a humanitarian/recovery context
- Previous experience in IT work with Windows based networks, Computer Hardware, security,.
- Documented results related to the position's responsibilities
- Knowledge about own skills/profile
- Fluency in English in addition to local language

### **3. Performance Management**

The employee will be accountable for and evaluated on the responsibilities and the competencies, based on NRC's Performance Management System. The following documents will be used for performance reviews:

- The Job Description
- The individual Work- and Professional Development Plan
- The Competency Framework