



JOB VACANCY

SOLIDARITES INTERNATIONAL launches the **external recruitment** of a

BASE	Sittwe
POSITION	Complaint Mechanism Officer

PRESENTATION OF THE ORGANIZATION

SOLIDARITES INTERNATIONAL (SI) is an international humanitarian NGO which, for more than 40 years, has been providing assistance to populations affected by armed conflicts and natural disasters by meeting their vital needs for food, water and shelter. Particularly involved in the fight against diseases linked to unsafe water, the first cause of death in the world, SI's interventions provide expertise in the field of access to drinking water, sanitation and hygiene promotion, but also in the essential area of food security and livelihoods. Present in around twenty countries, SI's teams - 2000 people in total made up of expatriates, national staff, permanent staff at headquarters, and a few volunteers - work with professionalism and commitment while respecting cultures.

Solidarités International (SI) is determined to prevent and fight all type of abuse – all act of exploitation, abuse and/or sexual harassment (SEAH) against members of beneficiary communities or collaborators, fraud, corruption, violation of persons and/or property, funding of activities harmful to human rights – that could be perpetrated in the frame of its interventions. SI implements a zero-tolerance policy regarding acts of SEAH.

Solidarités International is an equitable employer committed to find all forms of discrimination. SI will never ask for any remuneration to take part in a recruitment process.

ABOUT MYANMAR MISSION

Solidarités International (SI) is operating in Myanmar since May 2008. SI's current programs in Myanmar include:

- Provision of life-saving and humanitarian assistance to families affected by violence in Rakhine State. This program is currently implemented in IDP camps, host and surroundings communities in Sittwe, and Pauktaw Townships.
- Emergency response to conflict-affected populations in Kachin State through improved access to water, sanitation and hygiene as well as food security and livelihood activities.

Position:	Complaint Mechanism Officer
Desired Start date:	August 2025
Contract duration:	5 months with possible extension
Probation Period:	6 weeks
Location:	Sittwe Office

MISSION / OBJECTIVES

The Complaint Mechanism Officer will ensure a coherent and timely response to feedback and complaints from project stakeholders.

DESCRIPTION OF THE POSITION

Under the direction and supervision of the Accountability Activity Manager, the main tasks to be implemented are:

Solidarités International

No. 69 (A), Kanbawza Street, Golden Valley, Bahan Township, Yangon, Myanmar.

Management of complaint feedback and response mechanism (CFRM):

- Ensure that all information related to complaints is properly recorded and that the logbook is clean
- Follow proper implementation of CRM standard operating procedures and refer all cases to the appropriate focal point
- Ensure follow-up of all cases referred to the management team until the closure of the case
- Ensure proper archiving for future reference and submit timely complaints reports
- Participate in training field teams on CRM information plan

Ethic and professional practice:

- Display high commitment to confidentiality
- Address beneficiaries feedback and complaints in a professional manner and provide accurate information on SI programs and CRM

Reporting:

- Bring to light any difficulty linked to his or her activities, to the programs of Solidarités or security concerns
- Report any information or difficulty connected to his/her activity

ORG CHART POSITION (reporting and functional relationships)

Line manager: Accountability Activity Manager

PROFILE FORSAKEN**Studies:**

- Any graduate, preferable development studies

Experience:

- 1 or 2 years similar experiences in the related filed

Technical skills:

- Good knowledge of Accountability, Complaint Feedback and Response Mechanism

Transferable skills:

- Excellent listening and communication skills, able to handle problems with patience
- Remote team management
- Strong interpersonal skills and ability to work effectively with staff and partners
- Proven ability to manage multiple priorities

Language :

- Good knowledge of written and spoken English is essential

IT :

- Excellent command of MS-Office software applications (Word, Excel, PowerPoint, Outlook)

SI WILL OFFER YOU

Salary: 440 USD

Social benefits: SI Medical coverage, 12 days of Annual leaves, Public Holidays per year, yearly ended bonus.

Thank to send your application with a resume, cover letter, copy of diplomas, and work certificate, to SOLIDARITES INTERNATIONAL office at No. Ma Sa/280, Thet Ta Htar Na Street, Pyi Taw Thar Ward, Sittwe or by email to rks.recruitment@solidarites-myanmar.org

Deadline for submitting applications : 23th June 2025 (Not later than 5 :00 PM)

Important to be considered, the position you want to apply for has to be specified on the envelope or as subject of your e-mail.

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Solidarites International reserves the right to select a candidate and finalize the recruitment before the final date.

Only short-listed candidates will be notified.

Solidarites International has a zero-tolerance policy on any kind of abuse, exploitation and fraud. Solidarites International expects full commitment of its employees with SI Charter, Code of Conduct including PSEA policy.