



NRC MM 2024/ VA NO-027
Norwegian Refugee Council, Myanmar
M&E Officer (CFM) Myanmar HpaAn

NRC Myanmar is now seeking a potential **Myanmar National** candidate as “**M&E Officer_ Complaints and Feedback Mechanism**” in the HpaAn SE Area. This position (Community Complaints and Feedback Mechanism Officer) is responsible for managing a Complaints and Feedback Mechanism (CFM) providing community feedback on NRC activities in Kayin State, Mon State, East Bago region, and Tanintharyi region (80%) and conducting Monitoring and Evaluation activities as part of the M&E team (20%).

What you will do

- Ensure adherence with NRC policies, guidelines and standards.
- Ensure compliance with complaints and referrals handling strategy, tools, handbooks, guidelines and standards.
- Technical responsibility for implementation and daily management of the complaint and feedback mechanism (CFM Community Hotline) and the referral system.
- Provide specific technical support and capacity building on the complaint mechanisms, Community Hotline and the referral system towards project staff.
- Prepare and develop status reports as required by management.
- Ensure proper filing of documents.
- Ensure that complaint mechanisms and referral system are accessible to target beneficiaries most in need, and explore and assess new and better ways to assist.
- Assess, promote and share ideas for technical improvement and further development options of the complaint mechanisms, Community Hotline and the referral system.
- Promote the rights of IDPs/returnees in line with the advocacy strategy.
- For specific job requirements please see more details [link](#). **Job description**.

What you will bring

- Experience from working directly with affected/local communities within an international or local organization in a humanitarian/recovery context.
- Previous experience from working in complex and volatile contexts.
- Previous experience in handling complaints and/or referrals is desirable but not essential.
- Basic knowledge and understanding of international standards, and protection fundamental concepts and guiding principles, is desirable but not essential.
- Ability to transfer knowledge to diverse audiences through training, mentoring, and other formal and non-formal methods.
- Ability to analyse and integrate information from a wide range of sources.
- Mastery of IT tools (MS Office package, internet, e-mail, etc.).
- Good working knowledge of English, both written and verbal.

What makes this position attractive?

- NRC has delivered humanitarian assistance and protection to vulnerable affected populations in Myanmar since 2008, following Cyclone Nargis. Over that time, NRC has evolved into a complex and mature mission with an excellent reputation for technical skill and delivery of programmes.



- NRC provides services and assistance to vulnerable populations affected by conflict and displacement over three geographical areas (Rakhine, North-East, and South-East Myanmar) and the Country Office in Yangon, across 10 offices. The portfolio of projects is currently larger than 15.
- NRC works in Shan and Kachin States, supporting displacement affected population and vulnerable host communities. Its implementation covers the North-East Myanmar with programmatic interventions which embrace different areas. Currently NRC implements programs on Information, Counselling, and Legal Assistance, Education, Shelter, and Protection in this area office.
- NRC Myanmar works in collaboration with a diverse portfolio of partner organisations. Over the past years NRC Myanmar has been at the forefront of partnerships integrated programming; and promoting and developing staff capacity.
- This is an opportunity to join one of the most respected humanitarian actors in Myanmar that has a strong reputation with donors, embassies, clusters, and peer agencies, and the chance to work with a diverse portfolio of donors and partners.
- Meaningful work, with a high-quality integrated programme that responds to the diverse needs, priorities, and concerns raised by beneficiary communities.
- Female candidates are strongly encouraged to join our work culture that empowers every employee to share ideas and take responsibility.
- [Learn more about NRC's operation in Myanmar here.](#)

What we offer

- **HpaAn, duty station**
- **Fixed Term National** contract duration.
- 40% Travel
- **Grade 5** in NRC's Salary Scale, with accompanying terms and conditions. NRC offers a competitive compensation and benefits package.
- [Find out more about the benefits of working for NRC.](#)

Important information about the application process

- **Internal candidates:** - log in with your **official NRC email address** or **click on Opportunity Marketplace**.
- **This position is open to Burmese Nationals only.**
- When creating your profile, include your full name as per your passport.
- **Apply by completing all the system-required fields** of your experience, employment history, and education including the contact details of two referees' persons in your application.
- Ensure to **attach your latest CV**.
- Submit your application and CV **in English**.
- Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. NRC is dedicated to building a diverse and inclusive workplace, so if you're excited about this role and you meet most, but not all the requirements, we encourage you to apply anyway.
- Applications that do not meet the minimum standards in terms of experience or qualifications will generally not be considered.
- **Unsolicited applications not related to this specific job advertisement will not be considered.**
- Only shortlisted candidates will be contacted. We receive many applicants for each vacant position. Unfortunately, we do not have the resources to give detailed feedback to applicants who have not been shortlisted.



Why NRC?

The Norwegian Refugee Council (NRC) is an independent humanitarian organisation helping people forced to flee. Our 15,000 staff work in crises across 40 countries, providing life-saving and long-term assistance to millions of people every year.

NRC responds to the diverse needs faced by populations in Myanmar through the delivery of integrated programming and advocacy to ensure that conflict and displacement-affected communities can meet their needs and exercise their rights. NRC works with a range of different local and international partners to deliver a multi-faceted response that includes emergency response to rapid onset needs, providing essential services to internally displaced people in protracted displacement, and contributing to pathways to durable solutions.

Interested individuals are requested to apply before **15th May 2024, 05:00 PM** Myanmar Time through the links following.

Links to VA for the application:

[View the internal job posting](#)

[View the external job posting](#)

Any difficulties when applying please reference the guidance learning as an internal/external application underneath.

External [here](#). Internal [here](#)

“In the selection of its staff NRC is committed to gender balance and diversity without distinction as to race, sex, religion, HIV/ AIDS status and without discrimination of persons with disabilities: Qualified women candidates are strongly encouraged to”