



Jesuit Refugee Service (JRS) Job Description

		Based at:	JRS Jordan Country Office
Position:	Country Lead – Jordan	Region:	JRS Middle East and North Africa
Reporting to:	Regional Director	Location:	Amman, Jordan

General Purpose of the Position
<p>Organisational Context</p> <p>The Jesuit Refugee Service (JRS) is a ministry of the Society of Jesus, acting as an international non-governmental organisation with a mission to accompany, serve, and advocate for the rights of refugees and forcibly displaced people. The organisation was founded in 1980 and has a presence in 58 countries. JRS undertakes services at national levels with the global support through its Virtual Global Office.</p> <p>The style of JRS service is human and spiritual, working in situations of greatest need, seeking the long-term well-being of refugees and displaced people while not neglecting their immediate or urgent needs. The main services provided are in the field of Reconciliation, Mental Health and Psychosocial Support, Education; Livelihoods, and Advocacy. Currently, about 1 million individuals are directly served by JRS projects.</p> <p>Since 2008, JRS Jordan has served the most marginalised and often overlooked forcibly displaced communities in Amman JRS now runs project and activities that favor social inclusion, intercultural dialogue, community-building, psycho-social well-being, peacebuilding, empowerment, and self-reliance. JRS strives to create spaces where everyone feels included, accepted, and respected.</p> <p>Operational Context</p> <p>The Country Lead (CL) provides overall strategic and operational leadership for JRS Jordan. They manage the resources of the organization and set direction for the team while providing the necessary support. The CL plays a strong role in applying JRS's approach to displacement through innovation and effective advocacy and is accountable for all aspects of JRS's work. The CL ensures collective accountability for programme quality, financial oversight, staff safety and security, safeguarding, performance management, and external representation. The CL ensures that JRS Jordan remains responsive to contextual, geopolitical, and displacement dynamics, adapting programming and operational structures accordingly while safeguarding humanitarian access and principled engagement.</p>

Main Responsibilities of the Position	
1.	<p>Organizational Effectiveness</p> <ul style="list-style-type: none"> a) Safeguards the vision, identity, and unity of JRS at the country and project level. b) Ensures that the Country Office structure is fit-for-purpose, with clear roles, responsibilities, and reporting lines across all functions. c) Regularly reviews and adjusts the organizational setup to address inefficiencies, gaps, and overlaps, in alignment with programme priorities and available resources. d) Directs and supports the implementation of JRS work at the country level. e) Works closely with the lawyer/ legal firm, in coordination with the HR Officer and Liaison, to ensure that all JRS activities, operations and processes are in line with the country legal regulations and laws.

	<ul style="list-style-type: none"> f) Leads regular coordination meetings with the Country Office Core Team to ensure organisational alignment, address operational challenges, and drive progress across all programmes and functions. g) Facilitates reflection on and internal evaluation of projects through annual staff retreats, and, when necessary, determines how an exit strategy is managed. h) Manages and follows up the project approval process, and reporting with line ministries according to the governmental policies, pathways and Jordan response plan (JORISS). i) Holds primary responsibility for safety and security of staff, partners, and persons served. j) Maintains oversight of the country-level risk register, ensuring organisational, programmatic, financial, and reputational risks are regularly identified, assessed, and mitigated.
2.	<p>Programme Quality, Strategy and Accountability</p> <ul style="list-style-type: none"> a) Leads the development and implementation of a country-level resource mobilisation strategy, ensuring diversified and sustainable funding in line with JRS Jordan's strategic priorities. b) Ensures the consistent application of JRS standard regulations, operational procedures, and accountability frameworks, including the Code of Conduct, Core Humanitarian Standards, and JRS Policy on Accountability to Affected Populations. c) Takes lead for the creation of a country short-term and long-term strategy based on most significant needs of the communities served, JRS expertise, and donors funding interests, in line with JRS Global Strategic Framework, in coordination with Core Team and the Regional Office; to be approved by the Regional Director. d) Leads efforts to scale up existing interventions and explore expansion into new thematic areas based on identified needs, JRS expertise, and funding opportunities. e) Ensures that programme growth is strategic, sustainable, and aligned with JRS mission and capacities. f) Leads strategic decision-making at country level by analyzing programme performance, funding trends, and contextual developments to inform priorities, resource allocation, and operational adjustments. g) Oversees the full proposal development process at the country level, ensuring quality, coherence, and strategic alignment before submission. Reviews and approves all funding proposals, including narrative, budget, and annexes, in coordination with the Programme and Finance teams, prior to securing the Regional Director's approval and onward submission to donors. h) Ensures the timely and quality submission of all donor reports (narrative and financial), in line with contractual obligations and donor-specific requirements. i) Ensures a functioning MEAL system is in place across all programmes, enabling evidence-based decision-making and continuous improvement. Promotes a culture of learning by ensuring that evaluation findings, lessons learned, and beneficiary feedback are systematically reviewed and translated into programmatic adjustments.
3.	<p>Staff Leadership</p> <ul style="list-style-type: none"> a) Ensures management structures, and staffing capacities enable the implementation of JRS Jordan Strategy. b) Ensures, in coordination with the HR Officer, the recruitment of professional staff members who meet the requirements of the different roles at the Projects and Country levels, and reflect JRS mission, identity and values. c) Conducts regular visits to Project locations, to listen and give support to JRS team members. In case of challenges, draw these to the attention of the HR team, or Regional Director, as appropriate.

	<ul style="list-style-type: none"> d) In situations of crisis within the country, decides on security measures for JRS staff in accordance with the JRS Security Guidelines, after consultation with the Regional and Director. e) Establishes clear performance objectives for JRS Staff and conducts structured performance reviews. f) Ensures cross-departmental coordination between Programmes, Finance, HR, Logistics, MEAL, and Advocacy.
4.	<p>Administration and Finance</p> <ul style="list-style-type: none"> a) Supervises country finances and accounts and guarantees that projects are supplied with the necessary operating funds; b) Supports the annual process of project level planning and budgeting and the annual financial audit at the country level. c) As part of the country planning, provides timely and effective oversight of the Jordan country programme's financial position. d) Promotes cost-efficiency and value-for-money principles e) Oversees and ensures compliance with all banking and financial procedures, assuming signatory responsibilities when designated. f) Provides any other necessary administrative or logistical services to the projects and the region.
5.	<p>Procurement and Logistics</p> <ul style="list-style-type: none"> a) Ensures that materials and equipment needed for the Country and Project Office are obtained according to JRS procurement policies. b) Holds final approval power for the purchase of assets and the release of requested cash. c) Ensures effective internal controls and fraud prevention systems d) In collaboration with the Country communication/Advocacy officer and Country liaison officer, requests official approvals for JRS events and gatherings through relevant platforms.
6.	<p>Communication</p> <ul style="list-style-type: none"> a) Maintains regular communication and reporting to the Regional Director on major issues and developments in the country or in JRS. b) Communicates to teams all relevant information regarding the situation in the country, that of refugees and other vulnerable groups, government policies, and other news relevant to JRS. c) Cultivates and maintains a strong relationship with the Jesuit community in Jordan, ensuring alignment between JRS's work and the broader mission and spirituality of the Society of Jesus.
7.	<p>Representation of JRS</p> <ul style="list-style-type: none"> a) Establishes and ensures excellent relations with people served, the local Church, relevant government ministries, Local and International NGOs, and UN agencies. b) Leads JRS positioning within national coordination mechanisms and relevant humanitarian fora. c) Leads the external positioning of JRS within the donor landscape by clearly articulating the organization's value proposition, strategic priorities, and areas of comparative advantage.
8.	<p>Fundraising, Networking, and Advocacy</p> <ul style="list-style-type: none"> a) Proactively identifies and pursues new funding opportunities by monitoring donor trends, mapping funding pipelines, and positioning JRS for upcoming calls and strategic partnerships. b) In conjunction with the Regional Director, informs key JRS advocacy offices (Rome, Geneva, Brussels, and USA) about significant advocacy needs, sharing with them relevant information from the projects. c) Supports local church structures in addressing issues involving refugees and other vulnerable groups.

- Undertakes any other duties that are within the ambit of the position as assigned by the Regional Director.

Qualifications, Skills, and Personal Attributes

Technical Skills

- Advanced University Degree in Social Sciences, International Development, Administration, or any other related field.
- At least ten years of practical work experience that includes managing complex humanitarian operations in challenging environments.
- Solid Experience in Project Cycle Management, including Needs Assessments, Project Design, Budgeting, Human Resources, Implementation, and MEAL.
- Experience with working with multiple donors, grants, and institutional funds with varying requirements.
- Experience in managing protection, social cohesion, peace-building, intercultural dialogue, education, livelihoods, MHPSS projects.
- Demonstrable experience in fundraising and advocacy, at local, regional, and international levels;
- Demonstrable experience in coordination across local, regional, and international mechanisms;
- Previous experience working with refugee communities, especially refugee minorities in Jordan, is an asset.
- Previous experience in the Middle East region, and in Jordan, is preferable;
- Fluency in verbal and written English and Arabic.
- Proficiency in Microsoft Office, particularly Word and Excel;

Leadership Skills

- **Strategic Thinking** Define priorities and long-term direction based on a clear understanding of the context, needs, and organizational objectives.
- **Decision Making** Make timely, practical decisions by weighing risks, implications, and available information, and take responsibility for the outcomes.
- **People Management** Empower, support, and develop others.
- **Programmatic Impact** Drive programmatic quality, learning, and accountability.
- **Cross-functional Collaboration** Ensure alignment with organizational priorities and collaborate effectively with colleagues across different teams and areas of expertise.
- **Resilience** Maintain steadiness under pressure, respond to challenges with clarity and composure, and support others through uncertainty, change, or demanding situations.
- **Self-Awareness** Remain open to feedback, reflect on behavior, and adjust to support ongoing learning and growth.
- **Ownership and Integrity** Lead with integrity, take responsibility for decisions and outcomes, and support forward-thinking, practical ideas that drive performance and contribute to long-term impact.
- **Mission Alignment** Demonstrate clear commitment to the JRS mission and values without compromising on professional standards, policy adherence, or organizational priorities.

Core Values and ethics

- Commitment to JRS's mission, vision, and values.
- Ability to convey with enthusiasm JRS's role in accompanying and serving forcibly displaced people and to advocate for their right to protection and a life in dignity.

- High level of integrity, with consistent discretion and sound judgment in handling sensitive matters.
- Respect for diversity and inclusion as core principles.
- Working in accordance with the Code of conduct and child safeguarding policy.
- Highly approachable, trustworthy, and confidential.
- High degree of professionalism and ethical standards.

Staff Name: _____

Signature: _____