



## Terms of Reference

### Upskilling and Future-proofing human resources for health and enhancing health governance for Universal health coverage and better-quality care (UFUQ)

#### IT & Media Assistant

**Reporting to:** Senior Operations Officer in Syria

**Location:** Damascus, Syria

**Contract Type:** 37.5 hours per week (Full-time)

**Duration:** Initial 6-month contract with the potential to extend up to 24 months

#### About GHP

One billion people will never see a qualified health worker in their lives. For over thirty years, GHP – [www.thet.org](http://www.thet.org) – has been working to change this, training health workers to build a world where everyone has access to affordable and quality healthcare. We do this by leveraging the expertise and energy of the UK health community, supporting health partnerships between hospitals, colleges and clinics in the UK and those overseas.

From reducing maternal deaths in Uganda to improving the quality of hospital care for injured children in Myanmar, we work to strengthen local health systems and build a healthier future for all. GHP's work is rooted in the Health Partnership Model, which builds long-term, institutional relationships between health organisations in the UK and LMICs based on co-development, reciprocal learning, and mutual benefit.

#### Programme Background

The project is strategically designed to uplift the health conditions of the Syrian population. It addresses critical elements of health workforce management and medical education in Syria, aiming for a transformative impact on health outcomes in the region.

#### Specialised Medical Education Enhancement:

UFUQ aims to enable targeted specialties in Syria to play a pivotal role in advancing medical education and practice. This encompasses a comprehensive review, update, and rollout of curricula, teaching, and assessment materials in emergency medicine, obstetrics and gynaecology, and anaesthesiology. The project focuses on strengthening capacities in medical education, clinical/CPD areas, English language proficiency, research skills, and fostering scientific collaboration and partnership among and between faculties, residents, and international peers.



Rooted in the UFUQ philosophy, this intervention believes that by strengthening the systems and capacities for specialized medical education, the quality and accessibility of specialist health services will be markedly improved. The UFUQ project envisions a transformative approach contributing to the broader goal of achieving universal health coverage and delivering better-quality care in Syria.

### **Objective of the Position**

The IT & Media Assistant provides IT, digital, and media support to ensure effective delivery of UFUQ project activities. The role maintains and develops digital platforms, including e-learning systems, supports staff with hardware and software needs, and contributes to project visibility, documentation, and communication through digital and media content.

### **Key responsibilities**

- Work alongside our IT service provider, SmartDesc to support project staff.
- Support the installation, configuration, and maintenance of software applications and digital platforms used in project activities.
- Collaborate with the UFUQ team to ensure the smooth operation of electronic systems, databases, and digital collaboration tools, in line with GDPR and GHP policies.
- Advise and facilitate the development and effective use of digital platforms to deliver project activities, support stakeholder engagement, and enhance overall project efficiency.
- Support the development, adaptation, and use of training materials and educational resources on the project's e-learning platform.
- Act as the main focal point with the supplier providing the Syrian e learning platform, coordinating technical requirements, follow-up, and system use.
- Support HR & Operations with IT related procurement, inventory management, and technical documentation.
- Collaborate with the Programmes and Monitoring & Evaluation teams to document project activities, success stories, testimonials, and field achievements. As well as assisting in the preparation of project visibility and communication materials, including presentations, flyers, banners, and basic photo and video content.



### Qualifications and Experience:

- Bachelors degree in Information Technology, Computer Science, or another related field would be beneficial.
- Minimum of 1–2 years of experience in IT support, or a combination of IT and Media, preferably within an NGO or project.
- Strong knowledge of computer systems, networks, software applications, and digital media tools.
- Experience with troubleshooting hardware and software issues.
- Familiarity with database management, cloud storage and digital collaboration, and media archiving.
- Knowledge of GDPR, best practice, and ethical IT practices.
- Excellent organisational and coordination skills.
- Knowledge of the English language is essential, with fluency in English preferred.

### Skills and Competencies:

- Problem-solving and analytical skills
- Technical proficiency in IT tools and software
- Attention to detail and ability to meet deadlines
- Very good experience in photo editing and video making
- Collaborative and supportive communication style
- Commitment to ethical IT practices and data protection

### How to apply

To apply for this role please upload a CV and a Cover Letter to Breathe. All applications must be received with a CV and Cover Letter by 23:59 (GMT+0) on **Friday 10<sup>th</sup> February 2026**.

GHP reserves the right to close applications early should a large volume of applications be received. Applicants are advised to apply early to avoid disappointment.

Please note that the appointment of this role is subject to confirmation of funding.

**Disclaimer on Artificial Intelligence:** As part of the recruitment process at GHP, we want to see how candidates' personal and unique experiences and skills can contribute to our work and our mission. Therefore, the use of AI tools is discouraged throughout all steps of the recruitment process, including application, assessment, and interview. Candidates found to be using AI tools may be disqualified from consideration for this role.