

TERMS OF REFERENCE: Social Media and Community Manager

Job Title: Social Media and Community Manager – Syrian GBVO Stakeholder Network

Location: Remote (preferably based in Syria or the region)

Duration: Part-time, from August 2026 to December 2026

Reports to: Project Manager / Network Coordinator, DW Akademie

Background

DW Akademie is establishing a closed online network (via a private Facebook group) for Syrian media professionals, civil society organisations, women’s rights actors and other experts working on gender-based violence online (GBVO), disinformation and digital safety.

The network is a professional, peer-to-peer space for exchange, learning and collaboration, linked to a wider project that includes a GBVO study, an Idea Lab, mini-grants to media organisations, and content production.

To set up, stimulate and safeguard this space, DW Akademie is looking for a Social Media and Community Manager with strong experience in managing online communities in sensitive contexts.

Main responsibilities**1) Set-up and technical management**

- Create and configure the closed Facebook group (name, description, visuals, privacy settings).
- Publish group rules / community guidelines.

- Coordinate with DW Akademie on membership admission criteria and simple internal procedures (approving/rejecting requests, handling problematic accounts).

2) Community moderation and safety

- Review and approve member requests in line with agreed criteria.
- Monitor activity to ensure compliance with the ethical and safety rules.
- Intervene promptly in cases of harassment, hate speech, victim-blaming or sharing sensitive personal information without consent.
- Apply an agreed incident protocol (warnings, content removal, member removal, documentation, escalation).
- Ensure that discussions remain respectful, professional and on-topic.

3) Content planning and publishing

- Develop a simple content plan (weekly/monthly themes) with DW Akademie and partners.
- Draft, schedule and publish posts, including:
 - Announcements and registration links for events,
 - Short summaries and key takeaways from project and dissemination activities,
 - Links to relevant resources, guidelines, and tools on GBVO, gender-sensitive reporting and digital safety.

4) Engagement and facilitation

Encourage active participation by:

- Asking questions and prompting discussions,
- Inviting members to share experiences, resources and questions,
- Highlighting member-led initiatives.

Coordinate with partners to organise:

- Short online discussions,

- Q&A with experts,
- Thematic weeks linked to project milestones.

5) Coordination and reporting

- Work closely with DW Akademie's project team to align online activities with the project calendar and adapt to emerging needs.
- Provide brief monthly reports summarising:
 - Membership numbers and trends,
 - Types of content and interaction,
 - Any incidents and how they were handled,
 - Suggestions for improving the network.

Required qualifications and experience

- Proven experience as a social media manager, online community manager or digital communications officer (experience with closed/thematic groups is an asset).
- Understanding of gender-based violence (especially online), women's rights, digital safety and online harassment risks in the Syrian or similar contexts.
- Strong moderation and conflict management skills in online spaces.
- Native or excellent Arabic; good working knowledge of English.
- Familiarity with the Syrian media and/or civil society landscape is a strong asset.
- Previous work with international or local NGOs, media organisations or rights-based initiatives is an advantage.

Competencies and personal qualities

- High level of discretion and respect for confidentiality.
- Strong gender sensitivity and survivor-centred mindset.
- Excellent written communication skills in Arabic.

- Ability to work independently and proactively while coordinating with a team.
- Confident using Facebook and basic analytics/reporting tools.
- Good time management in a part-time, remote setting.

Timeframe and level of effort

- Expected start date: 01.08.2026
- Expected end date: 31.12.2026
- Approximate level of effort: 2-4 days per week, to be agreed based on project needs.

How to apply

Please send a **cover letter** outlining your relevant experience and motivation, and an up-to-date **CV** as well as your daily rate (all in one pdf document) to dw-akademie.strong-female-voices@dw.com by 14th of July 2026.

Please include “Social Media and Community Manager – GBVO Network” in the subject line.