

ActionAid Bangladesh is looking for suitable candidate for the following position:

Officer - MEAL and CFRM

Project	: WFP funded Project
Location of posting	: Cox's Bazar
Type of contract	: Fixed term contract
Duration of Contract	: Up to 31 January 2026 (if not extended)
Salary and benefits	: Monthly Gross Salary BDT. 79,561 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Summary

The Officer - MEAL and CFRM will work under the MEAL department and be accountable for ensuring quality and timely submission of the periodic report of CFRM and ensuring a two-way flow of communication on project implementation. Develop monitoring tools and implement for measuring progress in line with project log frame. Support to develop data collection tools and reporting templates to meet the requirements of the MEAL system. Develop the accountability tools and implement the accountability framework and tools, functioning the accountability system and providing the accountability reports on a regular basis based on the existing tools and practice.

Key responsibilities include (not limited to):

Functional (20% of time)

- Accountable for ensuring quality and timely submission of the periodic report of CFRM and ensuring a two-way flow of communication on project implementation.
- Develop monitoring tools and implement progress measured in line with the project log frame.
- Support to develop the M&E framework aligned with the reporting requirement and sector guideline.
- Develop Indicator Performance Tracking Table (IPTT) tool to track progress through indicator-specific segregated data.
- Ensure accountability mechanism in place for the project.
- Able to design survey tools in digital platforms and manage collected data for the project.
- Ensure timely and periodic data submission and MIS update including data quality, accuracy, and completeness.

Technical: (40% of time)

- Develop data collection tools to collect data and reporting templates to meet the requirements of the MEAL system.
- Undertake regular field visits to monitor and check the accuracy of data collection and use of tools.

- Regular sharing of MEAL findings with staff, partners, primary stakeholders, and other appropriate forums as well as MEAL reports update to the decision structures for future actions.
- Ensure compliance and quality of data in line with AAB and donor requirements.
- Conduct On-site distribution monitoring (ODM), Post Distribution Monitoring (PDM) & knowledge exercise, and share the key learning internally and externally.
- Conduct Project outcome assessment & end line assessment and share the report with AAB management & Donor.
- Conduct satisfaction survey and share the report with AAB management and Donor.
- Conduct community consultation survey, Adhoc survey and follow up Hotline Number.
- Support to conduct participatory review and reflection process (PRRP) at field level with partner organization, analysis findings, generate learning.

Facilitate to roll out accountability mechanism for Rohingya Response: (20% of time)

- Work closely with programme colleagues to functionalize the community's complaint and feedback handling mechanism, which links to wider M&E and Accountability processes.
- • Provide technical guidance for maintaining standardized information-sharing systems and handling complaint feedback and response mechanisms (CFRM), etc.
- Develop and update CFRM monitoring tools according to CFRM guidelines.
- Ensure the use of accountability tools at all levels in the organization and stakeholders.
- Orient new and existing CFRM tools to the staff, stakeholders and project participants to ensure the use of accountability tools at all levels in the organization and stakeholders.
- Facilitate collecting community feedback, compiling and sharing with management and MEAL Unit.
- Ensure accountability practice at downward, peer and upward level by the staff, project participants and stakeholders in the entire project management cycle i.e. project development, planning, implementation, monitoring, evaluation and reporting.
- Assist project management through delivering accountability-related contextual data and information during development of new projects.
- Regular camp visit to follow up the accessibility and use accountability system by the project participants and ensure information is coming to the established complaint feedback system.

Documentation and Reporting: (20% of time)

- Regularly support updating project data into AAB's M&E and Accountability data management system.
- Conduct weekly process monitoring and share report with AAB MEAL & Project Manager.
- • Ensure that all MEAL-related information and documents are stored in secure locations (online and offline) in line with the donor requirements.
- Prepare Monthly, Quarterly, & Final project reports and share with the AAB management & Donor as per the requirement.
- Collect monthly CFRM data and prepare info graphs for monthly basis by analyzing CFRM data and sharing project management and MEAL.
- Collect case stories and assist PM with reporting.
- Document good practices, lessons, and challenges and communicate as appropriate.
- Integrate the field visit based reports, complaints system, toll free hotline and feedback of the project participants in the accountability information management and reporting system.

- Develop monthly and quarterly accountability reports and share with the MEAL and project management.
- Develop quarterly MEAL progress reports and share with the MEAL and project management.
- Update web-based integrated data management system in alignment with AAB strategies for project.

Required Educational Qualification and Experience

Experience & Training:

- At least 2 years' working experience of Rohingya Response in NGO/INGO.
- The applicants having experience in CwC activities will be preference.
- Good knowledge and understanding of DO NO HARM principles
- Experience in Complain & feedback mechanism system.
- Team building and leading capacity and ability to work under pressure and deadline.
- Speaking and writing skill both in Bangla and English.
- Should be gender sensitive and familiar with Human Rights Based Approach
- Willingness to frequent field visit.

Education:

- Preferably graduation/bachelor's degree in Statistics, Economics, Mass communication and Journalism, Social Science, and any other relevant subjects from a reputed institution.

Required Competencies

- Ability to work under pressure, particularly during emergency situations.
- Excellent communication and interpersonal skills, with experience working with diverse teams and stakeholders.

Technical Skills

- Ability to work independently and foster a team spirit.
- Ability to work under pressure and tight deadlines.
- Gender sensitive and familiar with humanitarian principles, Human Rights Based Approach.
- The capacity to solve any problem quickly must be present.
- Computer literacy in Microsoft Office, Microsoft Excel, power point presentation.
- Good Knowledge of Data Management, advanced computer proficiency with MS-Word, MS-Excel, MS-PowerPoint, and the use of internet

Relationships

- S/he will report to the Coordinator - MEAL. S/he will work as a team member in this project.

Application instructions

Only those who meet the above requirements are requested to apply following these instructions:

- Last date of application is **26 July 2025**
- Please [click here](#) to submit your application. (ActionAid only received applications through this online recruitment module)

ActionAid Bangladesh aims to attract and select a diverse workforce ensuring equal opportunity to everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location and religion. Any personal persuasion/phone-call will result in disqualification of candidature.

ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards child abuse, exploitation and child labor and expects all employees to abide by the Child Protection Policy of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions with ActionAid Bangladesh. Any solicitation of job application costs should be regarded as fraudulent.