

ActionAid Bangladesh (AAB) is looking for suitable candidates for the following position:

Officer – SHEA and Safeguarding

Department	:	People & Culture
Unit	:	Safeguarding
Types of contract	:	Fixed term up to December 2028, subject to funding and performance
Number of position	:	1 (One)
Location of Posting	:	Based in Cox's Bazar; required to work in Rohingya camps and travel to other AAB working areas as needed.
Salary and benefits	:	Competitive and consolidated salary as per AAB Cox's Bazar Salary Structure, with Group Life Insurance, Medical Insurance, Mobile and Internet allowances as per AAB HROD policy.

Job Summary:

ActionAid Bangladesh (AAB) is seeking a dynamic and committed professional for the position of Officer – SHEA and Safeguarding, based in Cox's Bazar. As a member of the National Safeguarding Team, the incumbent will be reportable to the Manager – Safeguarding to implement Sexual Harassment, Exploitation and Abuse (SHEA) and safeguarding operational activities in Cox's Bazar and other locations where AAB operates.

The role involves conducting training, orientation and awareness-building activities for staff, volunteers, partners and other stakeholders; managing safeguarding complaints and case information through the Safeguarding Case Management Software; and supporting survivor-centred case management, fact-finding and investigation processes with the highest standard of confidentiality. The incumbent will also coordinate with a range of internal and external stakeholders, including donor safeguarding focal points, the Rohingya Response Platform (RRP), relevant local government authorities and other safeguarding actors, as well as ActionAid's Global Safeguarding Team and other units within AAB.

While primarily based in Cox's Bazar, the incumbent will provide safeguarding support across all AAB working areas as required, including case management, policy orientation, capacity development, investigations, documentation and coordination, and may be required to travel frequently, including to Rohingya camps and other project locations.

Key responsibilities include (not limited to):

Staff & Stakeholder Capacity Development and Awareness Building (% of time: 25%)

- Conduct SHEA & Safeguarding orientation, training, refresher and induction sessions in Cox's Bazar for staff, volunteers, partner organisations, vendors, consultants and other stakeholders, through in-person and online modalities.

- Collaborate with the Manager – Safeguarding to co-facilitate induction/orientation for new staff on safeguarding policies.
- Conduct safeguarding policy orientation, refresher and capacity-building sessions for staff, volunteers, partners and stakeholders in other AAB working areas, as part of National Safeguarding Team responsibilities.
- Manage training documentation and coordinate logistical arrangements, including venue booking, bill submission, vehicle requisition and follow-up with project/programme focal points.
- Support the Manager – Safeguarding in developing, updating and maintaining Safeguarding training modules and materials.
- Assist in developing, updating and organising SHEA and Safeguarding IEC, ensuring their distribution and visibility at AAB facilities.
- Coordinate with CXB People & Culture team, Project/Camp Managers and other colleagues to conduct training needs assessments and plan capacity-building sessions.

Safeguarding Case and Complaints Management (% of time: 30%)

- Act as the PSEA/Safeguarding Focal Point for Cox's Bazar, promptly receiving and forwarding incident reports and complaints related to SHEA, PSEA and Child Safeguarding to the Manager – Safeguarding.
- Manage the Safeguarding Case Management Software, ensuring case information and related data are entered, updated, followed up and maintained accurately and securely.
- Apply a survivor-centred approach throughout case management, referrals, risk assessments, fact-finding, investigations and follow-up.
- Maintain and update the SHEA and Safeguarding Incident Register and share status updates with the Manager – Safeguarding and/or Head of People and Culture.
- Support the enhancement of complaint registration mechanisms to create a safe space for lodging complaints.
- Ensure compliance with organisational policies on SHEA, PSEA and Child Safeguarding, as well as High Court Directives and applicable national laws.
- Maintain strict confidentiality in all safeguarding matters and help strengthen a culture of confidentiality across the organisation.
- The incumbent will provide support for other case management activities, in addition to safeguarding cases, as and when required

Investigation Support and Documentation (% of time: 15%)

- Support the investigation committee by organising and inviting interviewees, taking accurate interview notes, and preparing minutes, statements and related documentation.
- Draft investigation reports on behalf of the investigation team, based on evidence, findings and conclusions agreed upon by the investigators.
- Maintain secure and confidential investigation records.
- Facilitate SHEA & Safeguarding fact-finding and investigations when assigned, sharing draft reports as required.

Coordination and Stakeholder Engagement (% of time: 20%)

- Coordinate with external stakeholders, including safeguarding focal points of donors based in Cox's Bazar, the Rohingya Response Platform (RRP), relevant local government authorities and other safeguarding actors.
- Coordinate internally with the ActionAid Global Safeguarding Team and other relevant teams across ActionAid Bangladesh.
- Liaise with ActionAid Bangladesh's Legal Advisor, as required, to obtain legal guidance on safeguarding case management and related matters.
- Represent the organisation in meetings with peer organisations and donors, providing updates on safeguarding-related matters when assigned by the Manager – Safeguarding.
- Attend monthly PSEA Network meetings and share brief updates and action points with the Manager – Safeguarding.
- Collaborate with the Cox's Bazar Leadership Team (CLT) and other colleagues to build a SHEA-free workplace and strengthen a survivor-centred, feminist leadership approach across AAB operations.
- Coordinate and follow up with concerned Camp Managers, focal points, complainants and survivors regarding safeguarding concerns, survivor support and investigation/fact-finding interviews.
- Provide safeguarding support across other AAB working areas as required, including case management, orientation, capacity development, investigations, documentation and coordination.

Policy Compliance, Assurance and Reporting (% of time: 10%)

- Support the Manager – Safeguarding in preparing periodic and due diligence reports for the AAIBS Safeguarding Board Committee, Senior Leadership Team, ActionAid International and donors.
- Conduct random safeguarding spot checks with the Manager – Safeguarding and prepare reports with recommendations based on the findings.
- Support the Manager – Safeguarding in maintaining and updating the AAB Country Safeguarding Risk Register.
- Support policy assurance activities, including orientation on related organisational policies, and help identify and communicate gaps in policy implementation.
- Ensure data protection in line with ActionAid's data protection policies, donor requirements, and applicable national and international standards.

Relationships

The Officer – SHEA and Safeguarding will report to the Manager – Safeguarding at ActionAid Bangladesh. As a member of the National Safeguarding Team, s/he will maintain close working relationships with CXB HR, Project/Camp Managers and unit leads in Cox's Bazar and will also provide safeguarding support at the country level, requiring collaboration with other functional units, including People and Culture, Internal Audit, the Local Rights Programme Unit and Project Management Teams. S/he will liaise with the ActionAid Bangladesh Legal Advisor as required and will coordinate with the

ActionAid Global Safeguarding Team. Externally, s/he will represent AAB in relevant PSEA networks and other coordination forums in Cox's Bazar and at the national level, as assigned by her/his supervisor. The incumbent will maintain professional coordination with the safeguarding focal of different donors and peer organisations based in Cox's Bazar.

Required Educational Qualifications and Experiences

- Minimum Bachelor's degree, preferably in Law, Human Rights, International Relations, Peace and Conflict Studies, Gender Studies, Development Studies or related subjects. A Master's degree in a relevant field is an added advantage.
- 2–3 years of relevant work experience, preferably with an international development or human rights organisation/agency.
- Prior experience in Protection, Child Safeguarding or Case Management will be advantageous and given preference.
- Professional training in Safeguarding Investigation, Child Safeguarding/Protection or Case Management will be given priority.
- Experience using case management databases or software is an asset.

Required Technical Competencies

- Proficient written and verbal communication skills in both English and Bangla.
- Proficiency in the Rohingya language and the ability to communicate effectively with the Rohingya community will be considered an additional competency for this role.
- Thorough understanding of legal requirements and case management procedures.
- Effective training facilitation, mentoring and presentation abilities.
- Comprehensive understanding of establishing robust safeguarding systems and providing services to communities, particularly in emergencies and humanitarian response contexts.
- Strong sense of confidentiality, discretion and data protection when handling sensitive information.
- Ability to work under pressure and meet deadlines with minimal supervision, and readiness to work flexible hours during emergencies.
- Effective planning, organisational, analytical and critical-thinking skills.
- Excellent computer proficiency, especially in PowerPoint, Excel, databases and other presentation tools.
- Cultural sensitivity and experience working with Rohingya and host communities; understanding of Burmese/Rohingya language is an asset.
- Willingness to be based in Cox's Bazar with frequent travel to Rohingya camps and other AAB working areas.

Application instructions

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

- The last date of application is **Tuesday, August 11, 2026.**
- Please [Click Here](#) to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce, ensuring equal opportunity for 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 Sexual Harassment, Exploitation and Abuse (SHEA), Child Protection Policy and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of funds/money from a job applicant should be regarded as fraudulent.