

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

Officer – Community Center & Information Service Center (CC & ISC)

Project	:	Sustainable Solutions and Protection for the Rohingya Community in Camps (CBP Project), (Funded by UNHCR) Camps (Funded by UNHCR)
Location of posting	:	Ukhia/Teknaf, Cox's bazar
Types of contract	:	Fixed term contract
Duration of Contract	:	Up to 31 December 2025 (if not extended)
Number of Position	:	1
Salary and benefits	:	Monthly Gross Salary will be BDT. 82,977 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Summary

This position is under the direct supervision of the coordinator – Community Center & ISC to ensure timely and effective delivery by supporting the process of starting and running the Community Centre in the assigned camp. S/he is responsible for monitoring & ensuring security and cleanliness of the community center with the support of Associate Officer – CC & camp level support staff, stock management, maintaining Community Center activities properly, and timely report submission.

Key responsibilities include (not limited to)

Oversee the activities of Community Centre and Information Service Center (CC& ISC)

- Prepare plan for site selection, installation and bringing in function of Community Centre and Information Service Center – CC&ISC including managing community center and information service center in consultation and support of Project Manager - CBP.
- Support for community center & ISC site, land use, house use, store facility, WaSH, power supply, lighting facility, security, cleanliness and maintenance.
- Develop capacity of the target participants, volunteers, and staff members.
- Supervise, support, and train the staff and CC&ISC to achieve results and good performance, in close under supervision Project Manager - CBP.
- Sharing information related key issues of the Community Centre and Information Service Center.
- Sharing protection concerns with the GOB, INGO, Agency as per requirement with information of wings team members in coordination with Project Manager - CBP.
- Plan activities for both centres and ISC, center & non-center based, in order to achieve project results, in close cooperation with camp level other protection actors.
- Monitoring the activities in the CC and information centre /point and weekly visit in outreach activities of those centers.

- Share weekly and monthly activity plan with Camp Management, including join in Camp Coordination Meeting, cooperating with Site Management, and other actors to ensure protection risk measurement from the view of Community Based Protection - CBP approach, and mainstreaming the CBP.
- Ensure daily attendance registers, information data and monthly inventory sheets for the Community Center - CC and Information Service Centre/point.
- Facilitate the participation of all of the target population to the planned activities held at the assigned CC & ISC/point notably the most vulnerable ones (youth-boy & girls, women, elderly, minority members, people with disabilities, etc.), ensuring that proper attention is paid to specific emotional, psychosocial and physical needs.
- Report in a timely manner any eventual challenges or delays, loss or damage faced in the daily implementation of the activities to the Project Manager - CBP.
- Manage team for identifying and support camp management committee or community focal points/settlement representatives and join in committee meeting.
- Coordinate with Local authorities, partners and Community Focal Points.
- Supervising long and short plan in Community Center and information Center to achieve project objectives

Monitoring & Reporting

- Prepare daily, weekly monthly activity reports (incl. camp situation, CwC, disaster preparedness including early warning measures, safe shelter, population movement, protection concerns, activity updates) based on camp level reports in the requested UNHCR formats.
- Support Project Manager - CBP in preparing Mid- Year & Annual report to UNHCR.
- Ensure preparation & submission of Project Completion Report for submission to CiC office.
- Ensure documentation process at CC&ISC in accordance with output(s) statement, key output activities, output indicator(s), output targets following population type, and AGD for achieving within timeframe and practicing means of verification.
- Prepare and submit weekly and monthly work plans in a timely manner.
- Implementation of monitoring and evaluation tools and report on problems in the implementation of the program in CC&ISC.
- Tracking and reporting of activities and target achievements in the services under wings team members responsibility.
- Lead weekly and monthly supervisory meetings with team to address any issues and set team plans

Assist in project planning, authorization and reporting of the expenses at camp level

- Follow and check all the required admin documentation for expenses at field level (including PRF following AAB procedures).
- Monitor the Attendance sheets for staff and volunteers and check and collect as per management process, take authorization of Project Coordination.
- Check and collect absence forms to be shared with Project Manager - CBP.
- Support the management for Community Center security guards, assistants, Rohingya and host community volunteers' incentives distribution (measuring, planning, and admin).

Case referral and management

- Regularly review the information/feedback/complaint collected through volunteers and referral forms, assess the quality of information obtained, adherence to standards and procedures, address gaps and provide feedback and their supervisors or staff team members.
- Ensure an efficient referral and case management system is in place with a view to achieving timely and impactful output for the cases under ISC.
- Promote collaboration and network with service providers to strengthen referrals.

- Draft Standard Operating Procedure (SOP) on documentation and filing and ensure a decent and secure filing and documentation system is in place in each camp with regular monitoring on compliance to the SOP

Relationships

Officer – Community Center and Information Service Center (CC & ISC) will report to Coordinator – CC & ISC

Required Educational Qualification and Experience

- Graduation degree in Disaster Management, Community Development, Social Sciences, Business Administration or combination of relevant Education and Experience.
- At least 3 years of experience in humanitarian and/or development organizations with significant experience in camp management and/or delivering emergency programs in camp setting.
- A proven record of effective project management in emergencies, including project planning and implementation and supervision.
- Sound understanding of the concepts behind and practical application of humanitarian codes and standards such as SPHERE, IASC Gender Guidelines, HAP etc.

Technical Skills

- Able to take decisions in a timely manner, prioritize and multi-task seamlessly.
- Orientation to gender sensitivity.
- Ability to work under extreme pressure and meet deadlines.
- Team player with strong experience in multi-cultural and multi-ethnic environments.
- Proficient with MS office suite, Kobo collect, SPSS
- Deep understanding of the impact and dynamics of community-based protection practices in Camps;
- Previous experience in emergency preparedness and response.
- Demonstrated coordination, networking and relationship building skills with key partners including government, donors, INGOs, national and local organizations.
- Demonstrated experience in successfully leading, building, and strengthening a program team in a dynamic, challenging and changing context
- Strong experience, knowledge and skills in participatory methods and community development

Application instructions

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

- Last date of application is **Saturday, 04 October 2025**
- Please [click here](#) to submit your application.

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