ActionAid is a global movement of people working together to achieve greater human rights for all and defeat poverty.

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

Associate Officer – Learning and Documentation

Project Name	:	Connecting Communities and Institutions for Peace, Safety, and Social Cohesion in the Rohingya Response
Location of Posting	::	Cox's Bazar Sadar
Type of contract		Fixed term contract
Duration of Contract	:	Up to 31 October 2027 (if not extended)
Salary and benefits	:	Monthly Gross Salary BDT. 50,281 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Summary:

Under the overall guidance of the coordinator-MEAL and direct supervision of the Officer – MEAL, the Associate Officer – Learning and Documentation will work within the MEAL Department and will support the project's monitoring, evaluation, accountability, learning, documentation and knowledge management processes. The position will focus on capturing evidence, documenting community-level changes and generating learning from project interventions aimed at strengthening human security, community safety, conflict prevention and social cohesion among Rohingya refugees and host communities.

The position will work closely with project teams, implementation partners, community representatives, youth groups, women, RLOs, APBn, CiC offices and other relevant stakeholders to document community concerns, participatory safety assessments, dialogues, joint initiatives, referrals and institutional responses. S/he will support systematic documentation of project achievements, good practices, challenges and lessons learned through case studies, learning briefs, reports and other knowledge products, while contributing to reflection and learning processes and ensuring that all documentation follows AAB policies, donor requirements, safeguarding, informed consent and confidentiality standards.

Key responsibilities include (not limited to):

Learning and Knowledge Management: 30%

- Support the implementation of the project's learning and documentation plan.
- Systematically capture learning and emerging practices from project interventions related to human security, community safety, conflict prevention, and social cohesion.
- Document experiences and changes emerging from Community Watch Groups, community safety initiatives, youth-led activities, Peace Cafés, Peace Adda and other community engagement platforms supported by the project.

- Capture learning from structured community–APBn dialogues, CiC engagement, joint problem-solving consultations and other institutional engagement processes.
- Document how community concerns are communicated, referred, followed up and addressed by relevant institutions, including challenges and good practices.
- Support the documentation of community-level safety action plans, participatory risk assessments, early warning practices and community feedback mechanisms.
- Facilitate and document periodic reflection and learning sessions with project staff, partners, community representatives, RLOs and institutional stakeholders.
- Develop learning briefs, practice notes, thematic summaries and other knowledge products highlighting project experiences, emerging changes and recommendations.
- Maintain an organised digital knowledge repository containing project reports, learning products, field documentation, photographs and other relevant materials.

Reporting, Documentation and Data Management: 30%

- Maintain accurate records of meetings, consultations, training sessions, community dialogues, referrals and other project activities.
- Collect and document field-level data, feedback, community concerns and progress against agreed activity indicators.
- Support data collection through Kobo or other approved monitoring tools, including surveys, focus group discussions and community assessments.
- Document emerging risks, incidents, community feedback, good practices, lessons learned and changes resulting from project interventions.
- Coordinate with the Monitoring, Evaluation, Accountability and Learning (MEAL) team to ensure accurate and timely submission of activity data.
- Ensure that all project records and documentation are maintained in line with organisational and donor requirements.
- Prepare, compile and submit regular weekly and monthly activity reports, field visit reports, meeting minutes, consultation reports and event documentation.
- Support the preparation of monthly, quarterly, six-monthly and annual project reports in coordination with the Officer – MEAL and project team.
- Document key achievements, challenges, community perspectives, institutional commitments and follow-up actions against the project's objectives and expected results.
- Support and Develop case studies, success stories, human-interest stories, photographs and other communication materials highlighting changes in community safety, participation, institutional engagement and peaceful coexistence.
- Document the experiences and contributions of young people, women, community representatives and RLOs in community-led peacebuilding and institutional engagement.
- Maintain an updated record of community–institutional dialogues, agreed actions, referrals, institutional responses and progress on follow-up commitments.
- Compile and organise photographs, videos, participant records, quotations and other supporting evidence for project reporting and visibility.
- Ensure that all reports and documentation are accurate, evidence-based, properly organised and submitted within agreed deadlines.

Facilitate Monitoring and assessment process to ensure accountability and learning.: 15%

- Support project implementation quality, process and progress monitoring.
- Support evaluations, assessments, Data quality assessment and other studies as required.
- Strengthen and monitor accountability mechanisms, including feedback and complaint response systems.
- Facilitate learning generation, documentation, and dissemination to support evidence-based programme improvement.

Field Evidence Collection and Learning Support: 25%

- Undertake regular field visits to project locations in Rohingya camps and host communities to observe activities and collect qualitative evidence.
- Support the Officer – MEAL in collecting qualitative information through interviews, focus group discussions, key informant interviews, observations and community consultations.
- Document community perceptions of safety, security concerns, conflict risks, access to institutional support and experiences of engagement with relevant authorities.
- Capture evidence of changes in communication, trust, cooperation and problem-solving between communities and institutional actors.
- Support the documentation of the functioning of community and institutional focal-point arrangements, including communication, referrals and follow-up processes.
- Collect and document evidence on the participation and leadership of women, young people, persons with disabilities and other marginalised groups in project activities.
- Verify field-level information, activity records, photographs and supporting documents in coordination with the relevant project and MEAL staff.
- Support the preparation of field learning summaries, emerging risk updates and evidence briefs for programme review and decision-making.
- Ensure that all information is collected ethically, with informed consent, confidentiality and appropriate safeguards for participants.

Communication and Knowledge Sharing: 20%

- Support the preparation of evidence-based presentations, learning briefs, infographics, newsletters and other communication materials.
- Document project events, community dialogues, public hearings, institutional consultations, campaigns and learning workshops.
- Support the preparation of project evidence and presentations for donor visits, stakeholder meetings and organisational learning events.
- Coordinate with the project team and Communications team to develop and share appropriate project stories and learning products.
- Support the dissemination of project learning and good practices through relevant internal and external platforms.
- Ensure that all communication materials reflect the project's objectives, achievements and contribution to human security, peace and social cohesion.
- Any other task assigned by the line manager and Coordinator-MEAL .

Relationships

The incumbent will report to the Officer – MEAL

Required Educational Qualifications and Experiences

- Bachelor's degree in Social Science, Anthropology, Development Studies, Mass Communication and Journalism, English, International Relations, Peace and Conflict Studies or any other relevant discipline from a recognised institution.
- Additional training or certification in research, documentation, communication, monitoring, evaluation, learning or knowledge management will be an advantage.
- At least 1–2 years of relevant experience in documentation, reporting, research, communication or knowledge management in NGO, humanitarian or development programmes.
- Experience in preparing project reports, case studies, success stories, learning briefs, meeting minutes and other programme documents.
- Experience in collecting qualitative information through interviews, focus group discussions, key informant interviews and community consultations.
- Experience working with community-based organisations, youth groups, women's groups or refugee-led organisations.
- Experience in humanitarian or development programmes, preferably in Rohingya refugee and host community settings in Cox's Bazar.
- Experience in documenting peacebuilding, conflict prevention, community safety, human security, protection, social cohesion or institutional engagement initiatives will be an advantage.

Technical Skills

- Strong writing, editing and documentation skills in both Bangla and English.
- Ability to develop clear and evidence-based case studies, success stories, learning briefs and field narratives.
- Good understanding of qualitative data collection methods, including interviews, focus group discussions, key informant interviews and observation.
- Basic understanding of monitoring, evaluation, accountability, learning and results-based reporting.
- Ability to identify and document changes in community engagement, institutional responsiveness, accountability and social cohesion.
- Proficiency in MS Word, Excel and PowerPoint.
- Familiarity with Kobo or other digital data collection and information management tools.
- Basic photography, video documentation, infographic development and content preparation skills will be an advantage.
- Ability to maintain an organised digital filing and knowledge management system.
- Strong interpersonal, communication and coordination skills.
- Understanding of gender equality, inclusion, conflict sensitivity, safeguarding, informed consent and confidentiality.
- Knowledge of Rohingya language or Chittagonian will be an advantage.
- Willingness and ability to travel regularly to project locations in camps and host communities.

Application instructions

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

instructions:

- The last date of application is **11 November 2026.** **Due to emergency, recruitment will be on rolling basis. The interested candidates are requested to apply early before deadline.**
- 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.