

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 candidate for the following position:

Deputy Manager – Camp Management

Project	:	Camp Coordination and Camp Management (CCCM) Project, Funded by UNHCR
Location of posting	:	Teknaf, Cox's bazar
Types of contract	:	Fixed term contract
Duration of Contract	:	Up to 31 December 2022 (if not extended)
Number of Position	:	1
Salary and benefits	:	Monthly Gross Salary will be BDT. 125,300 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Context

Over 1 million Forcibly Displaced Myanmar citizens (with the majority comprising women and children), took shelter in camps in Cox's Bazar in southern Bangladesh in August 2017. The Government of Bangladesh, together with national and international partners, has been proactively responding to this crisis through extensive humanitarian response. The government allocated 2,000 acres of land that is apportioned into different camps as temporary settlements for the Rohingya people. There is a coordinated effort to provide critical lifesaving assistance i.e., food, nutrition, shelter, water, health & hygiene, psycho-social support, and counselling, and basic education services to the Rohingya people living in the camp and host community settlements.

ActionAid is going to implement site management activities in different camps in Teknaf. As an agency engaged in Rohingya Crisis Response since September 2017, ActionAid has the experience in coordinating with a range of camp actors, including the Rohingya and their representatives and in facilitating the site management role in Rohingya camps.

The major activities related to site management are identifying critical humanitarian needs and addressing those through coordination & collaboration with different stakeholders; anchoring information management also, complaints and feedback mechanism; linking community with different service providers; facilitating camp operations and DRR actions.

Key responsibilities include (not limited to)

Camp Coordination

- Establish and maintain liaison with CiC office, I/NGOs, and UN Agencies in the camp for smooth implementation of the project.
- Resolve field issues in coordination with the UNHCR site management and field units.
- Manage and maintain emergency stocks as part of disaster response.

- Organize regular camp coordination meetings and prepare meeting minutes
- Set agenda for camp-level coordination meetings.
- Coordination with all sectors as and when required.
- Provide necessary support to other agencies for smooth implementation of their projects such as project approval, space allocation, information, etc;
- Monitor distribution activities by different agencies.
- Coordinate with government intelligence agencies, police, army, camp administration, and the refugee community to ensure the security and safety of refugees and service providers.
- Facilitate camp visits by internal and external higher-ups.
- Planning and supervising humanitarian gap analyses and needs assessments.
- Database and dataset management.
- Responsible for humanitarian gap analyses and needs assessments.
- Generating information management and IEC products.
- Camp profiling; demographic data analysis; camp navigation; service mapping.
- Responsible for managing six feedback and complaint centers.
- Planning and supervising data collection exercises including service monitoring.
- Submit daily incident reports to the SMSD sector.

Community Mobilisation

- Organize regular meetings with Camp Committees, Block Committees, and Sub-block representatives
- Build the capacity of Camp Committees, Block Committees also and Sub-block representatives.
- Act as focal person for the planning and printing of all CwC materials such as posters, leaflets, short SMS, gallery walks, banners, audio messages and infographics, brochures, and flyers.
- Ensure information and communication messages are shared effectively and consistently with the affected communities.
- Lead the planning and implementation of information dissemination and awareness events, such as household visits and disaster preparedness campaigns using appropriate IEC materials.
- Engage with communities closely on a one-to-one or one-to-group sessions to transfer key information and updates on the project.
- Lead the planning and implementation of focus group discussions, participatory assessments, safety audits, etc.

Accountability and CFRM

- Monitor and track complaints, feedback, suggestions, and inquiries of refugees.
- Ensure complaints filed with Feedback and Information Centres (FICs) are addressed in accordance with the stipulated SOPs.
- Develop appropriate responses to complaints in conjunction with the relevant units of the UNHCR.
- Track the closing of the complaints loop by ensuring every complaint is processed and appropriate response to the complainant(s) is generated.
- Review and assist the team concerned in generating reports of weekly and monthly inputs of complaints.
- Guide the staff responsible for complaint and feedback mechanism and ensure they are aware of the complaint mechanism procedures.
- Make sure the services delivered to the community are aligned with CHS and Sphere standards.

- Ensure camp actors are following humanitarian and protection principles.
- Lead and supervise sector monitoring and service monitoring.

EPR (Emergency Preparedness and Response)

- Supervise and facilitate participatory planning, implementation, outreach, and accountability activities.
- Facilitate Community Risk Assessment and support the development of Participatory Risk Reduction Action Plan (PRRAP);
- Conduct simulations/drills on DRR and hazards.
- Mobilize Disaster Management Unit Volunteers (capacity building; simulation exercises; early warning, emergency damage assessment reporting) for mitigating disaster risks and building resilience.
- Plan and ensure green coverage of the camps to reduce environmental risks.
- Assist Disaster Management Committee (DMC) in analyzing emergency damage assessments and response.

Reporting

- Draft regular weekly and monthly reports and highlight the camp situation.
- Report program progress and challenges to Manager-Site Management, and CCCM Manager and coordinate effectively with other sectors operating in the project area.
- Draft (internal) narrative reports and contribute to the development of financial reports through regular budgetary follow-up.

Relationships

Deputy Manager – Camp Management will report to Manager – Camp Management.

Required Educational Qualification and Experience

- University degree in Sociology, Development studies, public administration, or equivalent degree in relevant disciplines (flexible in terms of person having working experience in Rohingya Response)
- At least 5 years of experience in humanitarian and/or development organizations with significant experience in managerial position
- Experience in CCCM is highly desired especially Cash for work (CFW)

Technical Skills

- Proficiency in the local language will be an advantage.
- Understanding on field operation and camp level programme implementation
- Excellent spoken and written English language skills and the capacity to produce quality reports independently.
- Gender sensitive and familiar with humanitarian principles, Human Rights Based Approach
- Able to take decisions in a timely manner, prioritize and multi-task seamlessly.
- Ability to work under extreme pressure and meet deadlines.
- Team player with experience in multi-cultural and multi-ethnic environments.
- Data management, Proficient with MS office suite

Application instructions

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

- Last date of application is **Saturday, 21 May 2022**. *Due to emergency, recruitment will be on rolling. The interested candidates are requested to apply before deadline*
- 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