

Vacancy Announcement

Established in 1968, Concern is a non-profit, non-governmental humanitarian organisation, dedicated to the reduction of suffering and the ultimate elimination of extreme poverty in the world's poorest countries.

Concern's vision, our mission and our work are all defined by one goal – ending extreme poverty, whatever it takes. Concern strives for a world free from poverty, fear and oppression. Our culture is values driven and we believe that our people are central to all that we do and are key to delivering on our goal of Reaching the Furthest behind First. We are committed to ensuring a workplace where everybody feels valued and are enabled to succeed in their work and contribute to delivering on our mission.

<b>Title of the Position:</b>	<b>Programme Coordinator-MEAL (Re-advertisement)</b>
<b>Number of Positions:</b>	01
<b>Salary:</b>	BDT 199,254/-
<b>Standard benefits as per organizational policy:</b>	Festival allowance (02), Baiaskhi allowance, provident fund, Gratuity, Group Life and Hospitalisation Insurance coverages, OPD coverage, Mobile ceiling and other admissible benefits as per organizational policy.
<b>Duty Station:</b>	Head Office, Dhaka, with frequent travel (up to 30%) to project areas

**Job Purpose:**

**Main duties & responsibilities:**

The Programme Coordinator-MEAL will lead the strategic direction and operationalization of a robust MEAL framework that drives evidence-based decision-making, accountability, and adaptive learning across Concern Bangladesh's portfolio. The role ensures coherence of MEAL systems with the Country Strategic Plan (CSP), sector strategies, and organizational priorities, fostering a culture of performance, learning, and impact. s/he will also ensure that robust MEAL frameworks are in place to measure progress against all programme pillars in CSP and enhance accountability to programme participants.

**Key Responsibilities:**

**Strategic Leadership, System Strengthening and Business Development**

- Lead the development, implementation, and continuous improvement of Concern Bangladesh's MEAL strategy and frameworks in line with Concern's Global MEAL guidelines and Bangladesh Country Strategic Plan (CSP).
- Support the Programme Director and wider programme team in developing evidence-based, high-quality programme designs and contribute actively to fundraising and proposal development efforts
- Support the Country Management Team (CMT) in tracking progress against the Country Strategy and thematic strategies (e.g., Health & Nutrition, Climate Resilience, and Localisation) through integrated MEAL frameworks aligned with Concern's Result Based Management (RBM) approach and donor requirements.
- Promote integration of gender, protection, climate resilience, and inclusion indicators into MEAL systems.
- Ensure harmonization and quality assurance across project databases and digital data management systems.

**Planning, Monitoring and Evaluation**

- Oversee the design and execution of monitoring activities such as baseline, midline, and endline surveys, as well as evaluations (internal or external), and special studies across projects.
- Provide technical leadership for the use of both qualitative and quantitative methodologies in monitoring and evaluation.
- Ensure timely, accurate, and quality reporting on programme performance, including analysis of trends and results to inform evidence-driven adaptive management.
- Support programme teams to hold regular programme & project review and reflection meetings, ensuring data-driven learning, quality and decision-making.

**Accountability to Affected Populations (AAP)**

- Lead and strengthen the implementation of Concern's Accountability Framework in line with the Core Humanitarian Standard (CHS).
- Oversee the Feedback and Complaint Response Mechanism (FCRM), ensuring accessibility, confidentiality, and responsiveness.
- Monitor and analyse trends in feedback data and ensure corrective actions are implemented.
- Promote staff and partner awareness on safeguarding, code of conduct, and accountability principles.

**Learning, Knowledge Management, and Adaptive Programming**

- Facilitate cross-programme learning and documentation of best practices and innovations to inform programme design and donor reporting.
- Lead production of programme impact and learning briefs, research summaries, and knowledge products for internal and external communication.
- Support the roll-out of Concern's global learning agenda and contribute to organizational learning platforms.

**Capacity Building and Technical Support**

- Strengthen the capacity of programme and partner staff on MEAL concepts, tools, and data analysis (digital and manual).
- Undertake regular assessment of partners' MEAL system capacity at organisational level, support in developing and rolling out capacity strengthening actions in line with Concern's Localisation and Locally Led Programme strategy.
- Provide mentoring and technical backstopping to MEAL and programme teams at both country office and field levels.
- Lead periodic refresher training, e.g., on Results-Based Management, CHS, and safeguarding-related monitoring.
- Ensure compliance with Concern Worldwide's Global Data Protection Policy (GDPR), maintaining confidentiality and responsible use of personal and program data.
- Promote awareness and adherence to GDPR principles across MEAL activities, digital data collection, and reporting systems.

**Coordination and Representation**

- Work closely with the Programme Director, sectoral coordinators, and partner organisations to ensure MEAL integration throughout the programme cycle.
- Represent Concern Bangladesh in national MEAL networks, donor fora, and coordination meetings.
- Liaise with regional and HQ MEAL advisors to ensure global alignment and technical quality.
- Provide constructive support to programme teams to ensure that programme quality standards are upheld across all stages of the project cycle.

**Management and Compliance**

- Line manages MEAL Officers, ensuring clear objectives, performance management, and professional development.
- Uphold and promote Concern's values, demonstrating leadership on workplace equality, diversity, inclusion, and safeguarding.
- Participate in emergency response as required and ensure MEAL preparedness for humanitarian operations.

**Key requirements:**

- Postgraduate degree in Statistics, Social Sciences, Development Studies, or a related field.
- Minimum 5-7 years relevant experience with at least 3 years of management or advisory experience.
- Proven experience designing and implementing MEAL systems and frameworks at country strategy, programme and multi-project level in humanitarian and development settings.
- Experience in managing MEAL functions for multi-sectoral programmes (health, nutrition, climate resilience, livelihood, WASH, etc).
- Demonstrated knowledge and skills on localisation and locally led programming approaches.
- Experience in data management, digital data collection tools (e.g., Kobo, Power BI), and statistical software (SPSS, Stata R).
- Demonstrated skills in facilitating documentation of programme impact, learning, conducting evaluations, and communicating findings to diverse audiences.
- Strong interpersonal skills demonstrating a capacity to collaborate effectively with other departments and teams.
- Experience managing a team and ensuring capacity strengthening.
- Sound understanding of Core Humanitarian Standard (CHS), Accountability to Affected Population (AAP), gender equality, and safeguarding standards.
- Experience working with consortiums or local implementing partners.
- Excellent English writing, communication, and presentation skills.

**Competencies:**

Candidates are expected to demonstrate abilities in the following priority competency areas:

Managing Yourself	Planning and decision-making
Individual leadership	Creativity and innovation
Communication and working with others	Influence, advocacy and networking
Delivering results	Change

**Job Description:** [Click here to download](#)

**Job Application Form:** [Click here to download](#)

If you feel that your qualification and experience match our requirements, and you have a shared commitment to Concern's values, please email the completed **Job Application Form** with photograph, National ID, TIN and all Educational Certificates to [recruitment.bpd@concern.net](mailto:recruitment.bpd@concern.net)

Please mark the position applied in the email subject line.

Please note that this is a re-advertisement of the position; candidates who applied earlier do not need to apply again, as their previous applications will be considered.

Closing Date of Application: 07 April 2026

**Notice: Due to the urgent requirement to fill in the position, we will review applications on a rolling basis within the mentioned period. If you consider yourself suitable, please apply at your earliest.**

We encourage all eligible candidates, irrespective of gender, ethnicity or origin, disability, political beliefs, religious beliefs, sexual orientation, or socio-economic status to apply to become a part of the organisation. Concern is against all forms of discrimination and unequal power relations and is committed to promoting equality.

If you have any concerns about our recruitment process and need particular assistance - for example if you have a disability e.g. a hearing impairment - please let us know and we will do our best to respond to your

**Safeguarding at Concern: Code of Conduct and its Associated Policies**

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including criminal background checking.

During this job application, you will provide Concern with your personal data. Concern takes its responsibilities towards this personal data very seriously and is committed to complying with all relevant data protection legislation.

## VACANCY ANNOUNCEMENT

Established in 1968, Concern is a non-profit, non-governmental humanitarian organisation, dedicated to the reduction of suffering and the ultimate elimination of extreme poverty in the world's poorest countries.

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<b>Title of the Position:</b>	Operations Director
<b>Number of Positions:</b>	1 (One)
<b>Monthly Gross Salary:</b>	BDT 364,000
<b>Type of Contract:</b>	Fixed term Contract for 05 years
<b>Standard benefits as per organisational policy:</b>	Festival allowance (12), Bonus/allowance, provident fund, Gratuity, Group Life and Hospitalisation Insurance coverages, OPD coverage, Mobile calling and other allowable benefits as per organisational policy.
<b>Duty Station:</b>	Head Office, Dhaka

**Role Purpose:** To ensure quality implementation of all of Concern's programmes in country by leading the support functions (Administration and Facilities, Human Resources and People Management, Information and Communications Technology, Logistics and Supply Chain) and managing security. The Operations Director also leads work on supporting partners in line with our localisation ambition, and has overall responsibility for safeguarding and security, ensuring a strong culture of accountability, risk management, and duty of care. To contribute to the strategic direction of the country programme, as a key member of the Country Management Team (CMT), and to deputise for the Country Director when required.

### Main duties & responsibilities:

#### Strategic leadership - as part of the Country Management team

- To participate in the implementation of the Country Strategic Plan (CSP) and other strategic frameworks and decision-making processes to contribute to the overall leadership of the country programme.
- To ensure all work is carried out in line with organisational policies including safeguarding and protection, the Core Humanitarian Standard and equality, diversity and inclusion.
- To support the Programme Team in ensuring comprehensive analysis of logistical and security issues in new programme areas and appropriate mitigating measures to address them.
- In conjunction with the Country Director, to take overall responsibility for the security as well as health & safety of Concern employees, premises and equipment and liaise with internal and external stakeholders.
- To ensure all key Concern policies and procedures are updated and communicated to relevant parties, as required, in order to ensure they are understood and adhered to.
- To ensure compliance with national legislation and donor requirements as well as Concern's global policies and procedures.
- In conjunction with the Country Director and Country Finance Controller, to set, manage and monitor the operation's annual budgets for the support functions.
- To demonstrate leadership on workplace equality, diversity and inclusion and to role model a positive safeguarding ethos.
- To actively participate in any emergency response as and when required.
- To support the operations function and the wider country team in advancing the continued realisation of Concern's localisation ambition and locally led programming.

#### Security Management and Representation:

- In conjunction with the Country Director, take overall responsibility for the security of Concern Bangladesh employees, premises and equipment.
- Act as Security Focal Point for Concern Bangladesh and liaise with Security Focal Group (SFG), the UN/ISS, and other NGO security personnel, etc.
- Support Security Focal Groups, ensure they have the knowledge and information to operate successfully, and ensure that all security incidents are reported on time.
- Coordinate the review, updating and implementation of the Concern Bangladesh Security Management Plan.
- Monitor implementation of security operational plans and strategies and ensure all new staff receives thorough security briefings.
- Monitor the country context, develop and submit security strips as necessary.

#### People Management:

- Ensure all existing and new HR Policies are devised, implemented and reviewed in line with those issued by HQ and Bangladesh Labour Law.
- Advise the CMT on strategic HR issues, potential risks & management, taking the lead on key HR initiatives.
- Ensure that HR procedures, including recruitment and performance management, are complied with by all staff and that managers receive the training and support they need to manage their teams appropriately.
- Provide support and supervision to teams regarding the use of complaints mechanisms and grievance and disciplinary procedures.
- Uphold consistently organisational values and comply with the Programme Participant Protection Policy and Associated Safeguarding policies including the Anti-Fraud and whistleblowing policy, and the anti-retention policy of Concern Worldwide, Bangladesh.
- Lead any salary and benefit review processes and manage the Health & Life Insurance provision for National Staff.
- Ensuring transparent and professional organisational Human Resources support which demonstrates equality, caring attitudes, fairness and integrity, creating a fair and efficient workplace, and open environment where staff feel safe, valued and respected.
- Ensuring adequate resources are available and are utilised for effective recruitment, development and retention strategies, including training and performance management enabling all staff to reach their full potential within the organization.
- Provide leadership to operations department, manage direct reports effectively including quality PDR process.
- Undertake specific training and capacity building for the operations team to ensure that staff efficiently perform their roles and responsibilities and are able to grow into roles, which are more senior.
- Ensuring Concern's values and policy commitments, including accountability and equality, are reflected in the work of the operations team.

#### Administration:

- Oversee the maintenance and running of Concern's premises (offices, stores and residences) ensuring that adequate supplies, staffing and support systems are in place.
- Ensure the leases for all premises are pro-actively managed and monitored.
- Take the lead on managing legal risks, ensuring compliance with relevant Bangladesh law in all contractual and taxation matters, liaising with the Concern legal advisor on all legal matters to ensure legal actions or court cases are dealt with promptly and efficiently.
- Ensure that all issues related to taxes and government authorisations (legal registration, etc.) are managed proactively.
- Ensure that clear procedures for national and international travel arrangements, including visas and work permits for international staff are in place and are understood and complied with by all staff.

#### ICT Systems Support & Communications:

- Ensure Concern's IT policy and procedures are in place and adhered to.
- Through the IT colleague, ensure provision of effective support enabling the smooth operation of ICT systems, and ensure that communication needs of all staff are met on a timely basis.
- Develop staff capacity to operate and manage IT systems.
- Manage and follow up of internet contracts and payments.

#### Logistics & Supply Chain:

- Ensure that logistics & supply chain systems are carried out in a transparent and accountable manner in line with the organisational policies, accordance with Concern and Donor procedures and policies, ensuring value for money for the organisation and compliance with donor requirements.
- Support the team in rolling out the Procurement Manual, including training and follow-on support across all departments ensuring programme management are compliant with organisational procedure and donor regulations.
- Developing a multi-year plan for asset replacement (fleet and IT), managing the fixed asset register, ensuring all stores and assets are managed and accounted for in line with Concern and donor policies.
- Act as main liaison for international procurement, tendering and contracting with logistics in HQ, monitor and ensure follow up on projects in efficient and timely manner.

#### Government Relations:

- Ensure Concern's work is in compliance with the regulations of the Government of Bangladesh, in particular related to different ministries, the NGO Affairs Bureau, National Board of Revenue, USA offices, immigration, etc.
- Ensure all reports and documentation are timely submitted to NGO Affairs Bureau and other relevant government offices such as DC offices, Special Branch (SB) and NSI.
- Maintain relations with Government Officials, and in particular those at the NGO Affairs Bureau to ensure compliance of all formalities for visitors/consultants to Bangladesh.
- Ensure the compliance and requirement of NGO AB in line with financial management, financial reporting and program reporting, auditing and risk management of the project and organization.
- Ensure all legal, contractual and statutory requirement activities for the organization progress within the framework and comply with the laws and legislation of the country.

#### Budget Management:

- Ensure that annual support cost budgets are complete, realistic and comply with Concern and donor requirements, track related expenditure and take corrective measures for over/under expenditures.
- Support the programme team in the preparation of proposals, ensuring consideration of realistic support costs.
- Identifying all donor-specific system requirements to ensure compliance.

#### Promote Localisation and support partners

- Lead the design and implementation of partner capacity-strengthening plans across all operations functions, informed by partner assessments and monitoring findings, with a strong focus on localisation and sustainability.
- Ensure regular, high-quality supportive supervision of partners through direct engagement and by holding operations functional leads accountable for structured partner support at office and field levels.
- Provide timely, effective operational support to partners, proactively identifying and managing risks while strengthening partner systems and compliance capacity.
- Champion equitable, respectful, and accountable partnerships in line with Concern's localisation commitments, and support the operations function and wider country team to embed these principles in ways of working.

#### Safeguarding and other responsibilities:

- Ensure safeguarding-related activities such as staff capacity building, case management, coordination with the Safeguarding Advisor, engagement with the Dhaka Safeguarding Team, and advising the Country Director as required.
- Take active measures to address equality issues, particularly relating to gender in operational (e.g. HR) activities.
- Continuing to build on best practice for CRM and Safeguarding.
- Actively participate in any emergency response if necessary.
- Undertake other related duties as may reasonably be assigned by the Country Director.

#### Accountability

- Promote and ensure compliance with the Core Humanitarian Standard (CHS) commitments and quality criteria.
- Ensure that all staff are familiar with the principles underpinning accountability, safeguarding and Concern's Complaints and Response Mechanism (CRM) and ensure that information about Concern's commitments on accountability and safeguarding are disseminated among programme participants and communities.
- Ensure that the CRM is functional, effectively implemented and accessible in all programme/ locations, enabling safe reporting of both programme and sensitive complaints, including safeguarding concerns.
- Ensure that complaints are welcomed, managed and responded to in a timely, fair and appropriate manner; ensure that sensitive complaints, including safeguarding concerns, are handled with utmost confidentiality and that the safety of the complainants and those affected is protected at all stages.

#### Key requirements:

- Post graduate degree in Business Administration / Procurement / Human Resources or relevant discipline.
- At least 10 years of professional work experience of which at least 05 years in a senior management position within an international development organization (NGO) in a similar role.
- Demonstrable proven experience in HR, administration and logistics management, including procurement and fleet management.
- Proven experience in security management and working living in security sensitive environments.
- Proven experience in capacity building, people management, and safeguarding and protection.
- Demonstrable excellent communication skills, with good spoken and written English.
- Proven experience in resource planning & budget management.
- Experience of working in partnership with local and international NGOs and with consortium.
- Delegation, time management and prioritizing skills.
- Computer literate and good knowledge of Word and Excel.
- Empathy with Concern's mission, vision and goals, and our target group.
- Overseas working experience in a similar role will be an added advantage.

#### Competencies:

competencies required to be effective and successful in the role

Candidates are expected to demonstrate abilities in the following priority competency areas:

Managing Yourself	Planning and decision-making
Individual leadership	Creativity and innovation
Communicative and working with others	Influencing, advocacy and networking
Delivering results	Change

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Closing Date of Application: 15 April 2026

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