

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

Associate Officer - People & Culture (Operations)

Project : Camp Coordination and Camp Management, funded by UNHCR
Location of posting : Cox's Bazar
Type of contract : Fixed term contract
Duration of Contract : Up to 31 October 2026 (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

The Associate Officer – People & Culture will serve as an integral member of the People & Culture (P&C) team within the Cox's Bazar operations, providing operational and administrative support to ensure the effective delivery of P&C functions within the humanitarian response programme. The role will support recruitment processes, personnel documentation, staff and volunteer database management, volunteer payment processing, and day-to-day P&C operations. The incumbent will also contribute to staff onboarding, compliance-related documentation, coordination with cross-functional teams, and maintaining efficient operational systems to support programme implementation.

Key Responsibilities Include (but are not limited to):

Recruitment Support (25% of time)

- Communicate professionally with potential candidates throughout the recruitment process.
- Arrange logistics for written assessments, interviews, and recruitment-related activities, including scheduling and venue/resource booking.
- Coordinate with interview panel members and support reference checking processes.
- Prepare attendance records and maintain recruitment-related documentation.
- Ensure completion of conflict of interest declarations and other compliance requirements.
- Support selected candidates with onboarding documentation and joining formalities.

Documentation and Database Management (35% of time)

- Maintain organised, accurate, and confidential personnel files for all staff members.
- Digitise and securely store documents within cloud-based systems and/or ERP platforms.
- Regularly update staff databases, including information relating to recruitment, transfers, contract amendments, and staff separations.
- Ensure compliance and completeness of documentation during staff separation and clearance processes.

Volunteer Coordination and Management (20% of time)

- Support the coordination and monitoring of volunteer-related activities to ensure smooth programme implementation.
- Conduct regular field visits and follow-up activities to monitor volunteer engagement and operational effectiveness.
- Assist in ensuring effective utilisation of human, financial, and material resources in line with project requirements.
- Document field observations, operational challenges, and lessons learnt for reporting and continuous improvement purposes.

Operational Support (15% of time)

- Respond to staff queries relating to People & Culture operations, including leave, medical claims, travel, timesheets, resignations, and appraisal processes.
- Prepare operational documents and forms, including PRFs, MRFs, salary certificates, No Objection Certificates (NOCs), and experience letters.
- Support onboarding processes, including issuance of ID cards, medical insurance cards, and related documentation.
- Coordinate with banks regarding salary account opening and support staff with RRRC card processing and ERP-related documentation.
- Generate quantitative reports and maintain operational records as required.

Logistics Support for People & Culture and Safeguarding Team Events (5% of time)

- Coordinate logistical arrangements for meetings, workshops, and events, including venue selection and event set-up.
- Organise event materials, seating arrangements, audio-visual support, and other required supplies.
- Liaise with vendors and service providers to ensure timely and quality service delivery.
- Support participant communication.
- Required Educational Qualification and Experience

Required Experiences:

- At least 2 years of progressive experience in HR/P&C roles, working experience in INGO/NGOs, specially in Humanitarian Response Programme will be consider as added advantage.

Education:

- Bachelor's degree in Human Resources, Public Administration, or a related field. A Postgraduate Diploma in Human Resource Management (PGDHRM) is advantageous.

Required Competencies:

- **Leadership:** Demonstrates understanding of organizational goals and objectives and works independently with initiative and accountability. Maintains effective interpersonal relationships and shows willingness to learn and take on new responsibilities.
- **Emotional Intelligence:** Demonstrates awareness of personal emotions and their impact on others. Able to manage stress professionally, show empathy, and maintain positive working relationships.
- **Communication and Collaboration:** Communicates effectively with colleagues and stakeholders and works collaboratively within teams. Supports coordination and contributes to a positive and professional work environment.
- **Problem Solving Skills:** Able to identify challenges, analyze situations, and propose practical solutions in line with organizational policies and procedures. Works collaboratively to resolve issues and improve processes.
- **Learning Agility:** Adapts to new systems, technologies, and work processes with openness and willingness to learn. Accepts feedback positively and seeks opportunities for continuous improvement and self-development.
- **Planning and Organizing:** Able to prioritize tasks, manage time effectively, and organise work to achieve expected deliverables. Adjust plans when necessary and escalates issues appropriately.
- **Adaptability:** Demonstrates flexibility in responding to changing situations, responsibilities, and work environments. Adjust approach and behavior based on operational needs.
- **Action Oriented:** Takes ownership of assigned responsibilities and consistently works towards achieving results within agreed timelines. Demonstrates a proactive and solution-focused approach.
- **Talent Management:** Supports the development of others through constructive feedback, guidance, and encouragement. Promotes continuous learning and skill development within the team.

Technical Skills

- Proficiency in MS Office and web-based HR platforms.
- Strong understanding of staff safety, security, health, and well-being.
- Capacity to maintain confidentiality and handle sensitive information with professionalism.
- Ability to meet deadlines.
- Hands-on experience on documentation.

Relationships

- S/he will report to the Coordinator – People & Culture (Cox's Bazar Operations). S/he will collaborate with the team members both in Cox's Bazar and Dhaka Office. Work closely with the cross functional team both operations and projects team.

Application instructions

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

- Last date of application is **2 June 2026**
- Please [click here](#) to submit your application. (ActionAid only received applications through this online recruitment module)

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.