

Organization	Islamic Relief Bangladesh
Head Office Address	Bangladesh Country Office: House # 10, Road # 10, Block-K, Baridhara, Dhaka-1212, islamicrelief.org.bd
Vacancy Title	Assistant CFM Officer
Number of Vacancies	02
Working Place	Bhasanchar
Nature of Role, Nationality	Project Staff, Bangladeshi National.
Reporting Line Management	Project Manager
Project	Provide food and nutrition assistance to crisis affected population in BhashanChar (GFA)
Programme	Humanitarian Crisis Response Programme
Project Period	Project Duration up to December 31, 2026
Employment Status	Full time
Monthly Salary Grade	BDT 69,228/= (Consolidated salary)
Benefits & Allowances	A consolidated salary will be provided. No other benefits will be entitled apart from accommodation, mobile bill, tour allowance/Per-diem, insurance coverage (IPD, OPD, Life, DB, CIB), Leave (Annual, Casual, Sick, TOIL/CTO, R&R, Maternity, Paternity) etc.

Organization History:

Islamic Relief Worldwide (IRW) - founded in 1984 and based in Birmingham, UK - is an independent humanitarian and development organization. It supports the world's most vulnerable people in their fight against poverty & suffering regardless of race, political affiliation, gender, or belief, and without expecting anything in return. It is a signatory to the Code of Conduct for the International Red Cross and Red Crescent Movement.

IRW has a presence in 45 countries across the globe. Some funds of the organization come from individual donations and others from institutional donors such as the DFID, EU, SIDA, CIDA/IDRF, Forum Syd, WFP, UNDP, and ECHO. Islamic Relief (IR) started working in Bangladesh in 1991 to help the distressed survivors of the devastating cyclone by providing emergency relief and supporting communities to rebuild in the wake of that cyclone. Initially, it focused on emergency relief & disaster preparedness activities. Later on, it expanded its programs on both humanitarian and development challenges. Now it works in an integrated manner combining emergency humanitarian assistance, short-term work opportunities, shelter support, awareness & training on different DRR, climate change, development, health & hygiene and social issues, cash grants, IGA means, health & nutrition, safe water & sanitation, education, advocacy and linkage with different service providers. As a registered charity, IR is open and transparent; it continually assesses its work and operational methods to improve impact and effectiveness. Islamic Relief values and commitment to safeguarding: IRB is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation, abuse, lack of integrity, and financial misconduct; and committed to promoting the welfare of children, young people, adults, and beneficiaries with whom IRB engages. IRB expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us. All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records checks. IRW also participates in the Inter-Agency Misconduct Disclosure Scheme.

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse, and/or sexual harassment during employment, or incidents under investigation when the applicant left employment.

Main Duties & Responsibilities:

Objective	Activities	Working & Time Ratio (%)
Ensure the CFRM for the project participant according to the IR Principle and guidelines	- Receiving & recording complaints and feedback from the rightsholders/FDMNs regarding their entitlements under GFA project. - Ensure continuous, timely, and efficient monitoring of evidence-based client feedback and complaints and collection of information necessary to measure performance. - Implement and maintain the Complaint & Feedback Mechanism system under the GFA program. - Maintaining the CFM channel (Submission and response collection) in coordination with WFP. - Ensure all CFM channels (help desk, hotline, feedback boxes, community outreach, digital tools) operate effectively and consistently. - Ensure timely intake, classification, referral, and resolution of complaints and feedback according to established SOPs. - Assist beneficiaries in solving problems in the distribution center, ensuring the entitlement to the complainants as per WFP response to the relevant complaint.	40%

	• Support finalising the project participant by ensuring endorsement and validation from relevant authorities. • Update monthly reports as per the requirements of donors. • Daily CFM report submission to CFM Officer. • Prepare and share CFM compile report, the Monthly & Quarterly CFM narrative report and any other report or analysis as per the donor's requirements.	
Effective support and coordination strengthen accountability processes	• Support the project team to ensure proper documentation and communication with beneficiaries. • Coordinate with Programme, Protection, M&E, and other units to ensure proper follow-up and dissemination of CFM findings. • Facilitate feedback loops by ensuring beneficiaries receive timely responses to their concerns. • Ensure that projects have a system to track information produced to help report to donors and management. • Assist the team in developing a responsive, functional, and appropriate feedback mechanism that can improve current project implementation and guide future programming.	20%
Safeguarding, protection, and accountability standards are upheld	• Ensure the safety of team members from any harm, abuse, neglect, harassment, and exploitation to achieve the program's goals of safeguarding implementation. • Act as a key source of support, guidance, and expertise on safeguarding for establishing a safe working environment. • Practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action. • Follow the safeguarding reporting procedure in case any reportable incident takes place and encourage others to do so. • Ensure all safeguarding, PSEA, gender, and protection standards are followed during CFM operations. • Lead or support the reporting, documentation, and referral of safeguarding and PSEA-related incidents according to organizational protocols.	15%
Mobilize the FDMN community for receiving complaints and responding	• Organize awareness sessions in connection with entitlements and accountability. • Meet the Rohingya Food Security volunteers and get the feedback. • Issue a token after receiving complaints and follow up regularly. • Dummy token issue and support to field staff for mobilisation support to outlet-level Crowd management.	15%
Other Requirements	• Gathered learning through specific analysis, best practices, lessons learned, and reports. • Capture the challenges of the project and the way of overcoming them regularly. • Assist program personnel in improving learning and sharing mechanisms in their projects. • Perform any other tasks as requested by the Programme Manager. • Comply with CP's policies and practices concerning PSEA, child protection, code of conduct, health and safety, equal opportunities, and other relevant policies and procedures. • Ensures best practices in Gender Mainstreaming, PSEA, Protection and Accountability to Affected Populations in the GFA program.	10%
	Total	100%

Person Specification:**Essential:****Academic Qualification**

- Bachelors in social science or development studies or Statistics or Anthropology or Disaster Management or Economics or any other relevant social science field from a UGC approved university.

Experience

- Minimum 3 years' working experience in General Food Assistance (GFA), Complaint Feedback Mechanism (CFM), Facilitation, Data analysis, Data collection & Data management.
- Experience working in humanitarian response/FDMN context is highly preferred.

Core Competencies

- Strong skills in project implementation, social/community mobilization, facilitation skill, coordination, networking and communication, data analysis & Complaint & Feedback Mechanism (CFM).
- Strong abilities in to understand Project Management, activity management and financial management.
- Skill on Reporting & Documentation, monitoring & evaluation
- Demonstrated teamwork and collaboration skills.
- Excellent in conflict resolution, and problem-solving abilities.
- Positive attitude and willingness to collaborate effectively within teams.
- Commitment to the organization's vision and mission.
- Commitment to IR Values: Sincerity, Excellence, Social Justice, Custodianship, and Compassion.
- Demonstrates a high level of integrity and professionalism.
- Skills in planning, analytical/strategic management, decision making.
- Excellent in leadership
- Committed to self-development, continuous learning and quality improvement; displays self-confidence and self-motivation.
- Strong interpersonal skills with a positive, professional, and collaborative attitude.
- Knowledge of personal health, safety, and security.

Technical & IT Skills

- Working Knowledge/ Proven Expertise of Microsoft Word, Excel /PowerPoint/Basic Internet/ Database Management, Kobo toolbox, Basic Hardware & Software Installation/Troubleshooting etc.

Language Requirements

- Strong proficiency in reading, writing, speaking and listening in English, Bengali & Chittagong Dialect.

Other Requirements

- Willingness to travel frequently and work in Bangladesh's most remote areas.

APPLY INSTRUCTION:

If you believe your qualifications, exposure, and experience match our requirements, and you are dedicated to upholding the values and principles of Islamic Relief, please apply through BDJOBS on or before the closing date. Only shortlisted candidates will be contacted for further selection

EQUAL OPPORTUNITIES:

Female Candidates are highly encouraged to apply. However, Islamic Relief Bangladesh considers diversity in the workplace and is a committed equal opportunity employer. We encourage applications from all suitable candidates regardless of race, family/marital status, ethnicity, disability, class, caste, or religion