

**Position Title: National Safety & Security Manager**

**Project: Program Support**

**Number of Positions: 01**

**Location: Dhaka, Bangladesh**

**Duration: 2 Years**

**I. Job Summary:**

The National Safety & Security Manager (NSSM) will support the CARE Bangladesh Country office (CO) in its mission to maintain oversight of operational security and safety risks and provide the safest possible working environments for staff. The NSSM will directly support the CSOT (Country Security Oversight Team) and will be responsible for overall staff safety and security management of the CO and coordinating the day to day activities of Field Security and Safety Focal Points (SSFP) and strong communication and required incident and monthly reporting with ARMU Security Manager. The NSSM will also provide technical support to Security Manager, CARE Cox's Bazar Office, who is under the dotted line matrix management to NSSM. This will be achieved through coordinating professional safety approaches, developing initiatives to build capacity in respect of security & safety awareness and support the development of preparedness security risk assessments and contingency plans.

The NSSM will be required to liaise and coordinate across all departments of the CO and the broader CARE operation in Bangladesh, being responsible for the development and maintenance of countrywide and operational security & safety risk assessments. The NSSM is also responsible for reinforcing CARE's safety and security protocols and reporting gaps in oversight. S/he will work closely with the CSOT (Country Office Security Oversight Team) - who has the overall responsibility for the safety and well being of staff in Bangladesh - to advise the team on ways to manage risk. S/he will work closely with the Regional Security Manager to ensure that CARE USA safety and security policies are in place for country office operations. The NSSM will oversee the security management in CARE Bangladesh Dhaka Office and Field and liaison with all security service providers for agreement, feedback, concern etc and performance review.

S/he will demonstrate a high level of socio-cultural, political and economic understanding of the many contexts where CARE works. S/he will also develop a solid working knowledge of CARE's programs and have a strong understanding of programming in order to provide guidance and direction for safety to support CARE's vision and mission.

S/he will be required to travel to CARE Bangladesh's operational areas, including potentially insecure locations to provide technical expertise to field offices and program locations

S/he will be responsible for the daily coordination of security activities in all field locations, supervising and monitoring the performance and activities of the SSFPs and Security Manager of CARE Cox's Bazar.

S/he will advise the SSFPs on appropriate response strategies during emergencies or incident management.

S/he will develop security related networking and liaison with INGO Forum, other related forums (OSAC, CSF, UNDSS) and attend meeting, workshops etc.

**II. Responsibilities and Tasks:**

<b>Responsibility # 1: Analysis, Planning and Preparation</b>	<b>% of Time</b>
<ul style="list-style-type: none"><li>• The NSSM must ensure that Safety and Security Management Plans are maintained in for all CARE field facilities (using the CARE International template). These plans must be updated as operational or programs change.</li><li>• Conduct context analysis and do risk assessment of CO and prepare scenario planning for overall security plan.</li><li>• Visit and mentor staff in field offices to ensure that best practices are introduced and supported at all levels of operations.</li><li>• Develop and maintain a strong contextual understanding of the areas of operations in consultation with program staff, Senior Managers and CSOT.</li><li>• The NSSM must ensure that Safety and Security Management Plans are maintained in for all CARE field facilities (using the CARE International template). These plans must be updated as operational or programs change.</li></ul>	<b>25%</b>

<ul style="list-style-type: none"> <li>• Prepare for major events and critical incidents where security &amp; safety is concerned.</li> <li>• Conduct safety awareness training in accordance with CARE policies and procedures.</li> <li>• Manage SSFPs, to ensure that the security and safety agenda is supported at the field level.</li> <li>• Work with program staff when new projects are being developed to help design risk mitigation from the ground level.</li> </ul>	
<b>Responsibility # 2: Procedures and Protocols:</b>	30%
<ul style="list-style-type: none"> <li>• Implement and maintain CARE International Safety Protocols and develop/maintain appropriate safety operating procedures and minimum standards as prescribed by the current environment in which programs are being implemented and staff are residing.</li> <li>• Ensure that effective communications are in place and that all staff members are adequately trained to use any safety equipment.</li> <li>• Work with the CARE Bangladesh CSOT, PLT, and, PSLT to ensure that agreed minimum standards are adhered to across field offices.</li> <li>• Ensure that the SSFPs and CSOT are aware of non-compliance with agreed safety standards and that obstacles toward maintaining the standards are reported and acted upon by the CD.</li> <li>• Prepare, update and arrange security briefings for visitors and staff as and when required.</li> <li>• Provide approval for restricted operation in Field and Dhaka office when situation demands.</li> <li>• Provide necessary staff movement clearance and briefings for visitors, staff if any.</li> </ul>	
<b>Responsibility # 3: Incident and Crisis Management</b>	10%
<ul style="list-style-type: none"> <li>• Coordinate with Field Offices and advise them of possible actions or options in a time of crisis or emergency.</li> <li>• Act as the point security liaison between the SSFP and the field during security incidents involving field operations.</li> <li>• Advise the SSFPs of events affecting or which could potentially affect staff safety or cause damage / injury to CARE staff and assets.</li> <li>• Assist with emergency medical evacuations.</li> <li>• Investigate and follow up safety incidents in which CARE staff are involved.</li> <li>• Arrange alerts and broadcast security related messages as required</li> </ul>	
<b>Responsibility # 4: Capacity Building</b>	10%
<ul style="list-style-type: none"> <li>• Build capacity through training, coaching and mentoring of national staff and assist and provide guidance to the key staff responsible for safety in their area of operations (such as the SSFPs, field office managers and also specific program staff)</li> <li>• Build the capacity of Field Security Supervisors to a high level of competence and ability through coaching, mentoring and acquiring suitable security training such as RedR or other appropriate training organizations.</li> <li>• Work with partners to develop and support appropriate capacity building needs.</li> </ul>	
<b>Responsibility # 5: Advise and Report</b>	10%
<ul style="list-style-type: none"> <li>• Brief the DCD-PS and CSOT on safety developments within the area of operations.</li> <li>• Assist the SSFPS to develop staff safety and security briefing materials.</li> <li>• Provide reports for the SMT and CSOT on a regular and ongoing basis. Complete reports as required by the ARMU/Atlanta.</li> <li>• Provide feedback to the DCD-PS on progress in respect to safety and security actions and initiatives.</li> </ul>	

<ul style="list-style-type: none"> <li>• Provide technical advice to country office and Region/Field Offices in respect of staff safety and security</li> </ul>	
<b>Responsibility # 6: Management of External and Internal security services.</b>	15%
<ul style="list-style-type: none"> <li>• Maintain regular contact and liaison with Ministry of Foreign Affairs for the purpose of facilitating visa applications and matters related to Immigration.</li> <li>• Maintain regular contact and share needed information as mandated by all National Security agencies including the Police, such as the NSI, Special Branch, RAB, Bangladesh Police, and others.</li> <li>• Maintain contacts with key Foreign Embassies and High Commissions for the purpose of liaison of visitors from CARE HQ &amp; CMPs.</li> <li>• Work with GAAM unit (Government Affairs and Awards Management) in CARE BGD to support matters needing liaison and coordination between NGOAB and MOFA or Security agencies.</li> <li>• Oversee the CARE Dhaka and Field Security services of security service provider</li> <li>• Liaison with security services hired by CARE for day to day operation, feedback, performance sharing etc.</li> <li>• Gather updates and reports from Field Security team on the performance of security companies and share.</li> <li>• Review all bills and invoices of security companies and recommend for payment</li> <li>• Arrange necessary agreement, amendment, renewal of security service providers.</li> <li>• Provide capacity building training .</li> </ul>	
<b>Responsibility # 7 Adhere to and support CARE Bangladesh's Safety and Security policy and systems</b>	Continuous
As part of this role, the job holder will be expected to adhere to and support CARE Bangladesh's Safety and Security policy and systems as part of their day to day duties, and comply, at all times, to safety & security protocols and directives, including reporting. Staff must maintain situational and self – awareness and be aware of the safety – security related consequences of their actions upon themselves, their team and the organization as a whole.	
<b>Responsibility # 8 Safeguarding</b>	Continuous
CARE is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct and expects staff to promote the welfare of children, young people and adults at all times. CARE 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 this commitment are recruited to work with us.	

<b>III. Reporting:</b>
Reporting to DCD PS with direct reporting to CD on critical issues. The NSSM will also have matrix supervision responsibilities for the Security Manager of Cox's Bazar Regional Office.

<b>IV. Working Condition:</b> The incumbent will be based in CARE Bangladesh Dhaka Office.
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**V. Qualification:**

- Masters/ Bachelor's Degree in a field related to International Affairs/Security/Defence/Law/Humanitarian work or equivalent field / operational experience.
- 5 years' experience in a global security team or assisting international organizations manage staff and program safety.
- Preferably, 5 years of experience in working in an international organization
- Ability to use information to make good judgment on staff safety and provide appropriate advice
- Experience of implementing and maintaining successful safety & security risk management strategies.
- Strong assessment, evaluation and planning skills.
- Demonstrated ability to work in real time and manage under stressful conditions
- Excellent oral and written communication skills.
- Ability to make good judgment on staff safety and provide appropriate advice
- Demonstrated ability to manage under stressful conditions.
- Strong information collection and analysis skills with experience in undertaking analysis to understand complex situations to influence decision making and policy.
- Excellent oral and written communication skills and experience of presenting information succinctly.
- Computer proficiency in MS words, MS-Excel, MS Access, MS PowerPoint.
- Strong ability to analyze and understand complex situations and translate these into specific policy advice

**VI. Core Competencies:**

- **Respect**
- **Integrity**
- **Diversity**
- **Excellence**
- **Communicating with Impact**
- **Coaching**
- **Collaboration**
- **Political Acumen**
- **Stress Tolerance**
- **Information Monitoring**
- **Adaptability**

**VII. Authority:**

Will approve restricted operations during hartal, staff movement or clearance if any, review security companies invoices and circulate necessary alerts, communication to all concerned.

**VIII. Contact Key Relationship:**

- Security & Safety Manager
- Security Operations Manager
- Field Security Supervisors
- Field Office Manager
- All staff
- The CARE USA Asia Regional Security Manager

External :

- UN & NGOs security focal points
- Government/military
- Communities & other stakeholders

### **IX. Problem Solving:**

*There are three levels of problem-solving: 1) What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis; 2) What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem; and 3) Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.*

Level 2 - security situations are known to happen on irregular bases and the National Security Manager will have to determine how best to respond.

Candidates need to be highly motivated and committed to CARE Bangladesh's vision, mission, and long-term development work to significantly improve the lives of the most vulnerable and marginalized Candidates must be capable of displaying great learning agility, support and encourage knowledge sharing across projects, for the ultimate benefit of all of CARE's mission wide initiatives.

### **Compensation**

**An attractive remuneration package will be offered to the really deserving candidate. In addition, CARE offers Provident Fund, Gratuity, Festival Bonus, Leave Encashment, Life and Health Insurance, Working Mother Benefits etc.**

***Interested candidates meeting the above requirements should apply through CARE Bangladesh's e-recruitment site: <https://career.carebangladesh.org/> on or before August 25, 2022. This will be a rolling recruitment, if we identify sufficient candidates earlier we may proceed with the recruitment.***

Note:

- CARE Bangladesh aims to attract and select a diverse workforce ensuring equal opportunity to everyone, irrespective of race, age, gender, HIV status, class, ethnicity, disability, location and religion.
- Women are particularly encouraged to apply.
- Any personal persuasion/phone-call will result in disqualification of candidature. We guarantee an interview to disabled candidates who meet the essential criteria.
- CARE Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards discrimination, harassment and abuse. All employees are expected to abide by the Protection from Sexual Exploitation and Abuse & Child Protection Policy of CARE Bangladesh.
- Internal and external applicants shall be treated equally in the entire selection process.
- To ensure transparent processes during recruitment, internal candidates should discuss potential applications with their Line Managers to ensure endorsement of their applications by respective Line Managers.
- There is no cost involved with applying for positions with CARE Bangladesh. Any solicitation of job application costs should be regarded as fraudulent.

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**X. Organization**  
**National Security Manager**

