ROLE PROFILE

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| Title | Coordinator-Literacy | | |
| Functional Area | Programme | | |
| Grade | C1 | | |
| Reports to | Project Manager | | |
| Matrix Reports to | N/A | | |
| Direct Reports | 5 (Officer-Literacy) | | |
| Functional Link | Country Office, Programme teams, Finance, Technical Teams, Communication and Campaign, P&C | | |
| Working With | Deputy Director- Rohingya Response & Nexus, Program teams, Technical Team, Technical Staff, Vendors, Partners, Cleaners, Drives, Security Guard | | |
| Location | Ukhiya PO, Cox’s Bazar. | Travel required | Ukhia and Teknaf, At least 80% |
| Effective Date | 1-Feb-25 | | |

role PURPOSE

Plan International is an independent development and humanitarian organization that advances children’s rights and equality for girls. In alignment with the 2030 Agenda for Sustainable Development, Plan International envisions a world where all children and young people can realize their full potential.

As part of its response to the Rohingya crisis in Cox’s Bazar, Plan International Bangladesh (PIB) implements a variety of programs, including literacy interventions, to address the needs of children and youth in the camps and host communities. The Coordinator – Literacy will be responsible for the effective implementation, monitoring, and reporting of literacy activities under PIB’s programming. This role ensures that literacy interventions are gender-sensitive, inclusive, and compliant with global humanitarian and donor standards.

Dimensions of the Role

* Oversee the implementation of literacy-focused interventions and ensure the achievement of outcomes.
* Supervise and provide technical support to field staff, including Literacy Officers and implementing partners.
* Liaise with project stakeholders, including government officials, partners, and community representatives.
* Ensure alignment with PIB’s policies, donor requirements, and global humanitarian standards.
* Contribute to capacity-building initiatives for staff and partners to enhance the quality of literacy interventions.
* Support to prepare monthly and quarterly progress reports as per the Detailed Implementation Plan and share the draft report with the line manager;
* Closely coordinate with implementing partner and provide day-to-day support to partner organization & other project stakeholders;
* Coordinating Qurterly (more often if needed) coordination meetings with partners and represent the project at all camp levels meetings;

Accountabilities

**Key Results Area (KRA) 1: Maintain effective coordination between PIB & partner organization for effective implementation towards achieving the objectives of the project.**

* Lead the field implementation of literacy activities as per the Detailed Implementation Plan (DIP).
* Provide technical guidance to field staff and partners to ensure quality and timely delivery of activities.
* Monitor project progress and ensure alignment with objectives, budget, and timelines.
* Collaborate with internal departments (e.g., technical teams, finance) to ensure smooth project operations.
* Develop tools, guidelines, and materials to enhance program delivery and quality.
* Support to Project Manager in delivering project activities on time and in line with budget and donor requirements, tracking the progress of activities and expenditure, and providing regular updates on progress, priorities, and constraints of Girl Shine interventions.
* Provide support for developing and reviewing all the guidelines/manuals mentioned in the proposal for smooth operation.
* Monthly review meetings with Partners – ensure all items under grants management and internal coordination section apply to Partner.
* Provide support to improved and more effective management of implementing partners.
* Support partner in timely implementation and delivery of the Literacy interventions by ensuring maximum quality output.
* Initiate the process purchase orders of Literacy intervention, keep records, track those with the relevant department, and communicate with the respective team members or the field partners to ensure timely completion.
* Facilitate internal communication with HR, Finance, and other support services.
* Provide technical support to adopt Child Safeguarding Policy and ensure gender equality in partner organizations.

**KRA 2: Administrative, financial management**

* Support to Project Manager and partner project lead to make sure 100% budget utilization rate of literacy activities under the specific program area.
* Assist the Project manager in ensuring proper and smooth financial management in the project in compliance with PIB and donor policy and standards.
* Ensure monthly monitoring of project budget utilization through the BvA.
* Facilitate efficient disbursement of funds to project partners and monitoring of the project funds are spent correctly and as per the work plan
* Work closely with Plan’s internal departments, including HR, Finance, Admin, and Logistics, to ensure projects are appropriate resources and project activities are delivered.

**KRA 03: Capacity Building**

* Provide technical support to Literacy and Numeracy Officers including partner staff and organize & conduct capacity-building training for project staff with the help of and guidance from the technical team.
* Support training and creation of training materials and program tools which aid the delivery of the inclusive and gender-responsive program in coordination with the Gender Adviser.
* Organize training sessions and workshops for staff and partners on literacy programming and gender-sensitive approaches.
* Provide on-the-job support and mentoring to field staff to enhance their skills and performance.
* Promote knowledge-sharing through learning sessions and peer-to-peer exchanges.
* Provide necessary guidelines and modules to Literacy and Numeracy Officers and the partner staff and ensure participation in different online courses of the Plan Academy.

**KRA 04: Monitoring, Evaluation, Research and Learning (MER&L)**

* Visit project sites regularly to supervise and monitor Literacy activities in the camps of Ukhiya & Teknaf Upazila, and provide necessary support accordingly.
* Monitor progress and ensure that tools (including monitoring framework) and methods are in place to measure impact and results, and link with reporting requirements
* Coordinate with the partner focal to prepare timely monthly/quarterly financial and narrative reports in compliance with Plan, donor, and government requirements, with support from M&E specialists.
* Conduct regular field visits to monitor activities, identify challenges, and provide on-the-spot solutions.
* Ensure robust monitoring frameworks and tools are in place to track progress and outcomes.
* Coordinate with the M&E team to collect, analyze, and report data related to literacy interventions.
* Document and share success stories, lessons learned, and best practices for future program improvement.
* Ensure early and rigorous implementation of quality and accountability mechanisms
* Document best practices and success stories and support the development of opportunities for shared learning within and across teams.

**KRA 05: Coordination and External Representation**

* Maintain regular communication and coordination, and follow guidance from the Project Manager and PIB’s technical team on quality technical input, monitoring, expenditure reporting, and donor compliance.
* Support across project teams as required and ensure good coordination and collaboration
* Represent the Plan International in various coordination forums and other meetings (including meetings with camp and local government officials).
* Represent Plan International at local coordination forums and literacy-related events.
* Build and maintain relationships with relevant government officials, community leaders, and other stakeholders.
* Ensure effective communication with donors and other external partners regarding project progress and achievements.
* Develop and hold relationships with Upazila level government officials and CICs.
* Attend general coordination meetings at camps and UNO office when necessary.

**Plan policies and procedures (applicable for all roles)**

1. Ensures that Plan International’s global policies for Child Protection (CPP) and Gender Equality and Inclusion (GEI) are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

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| --- | --- | --- | --- |
| Internal | Level | External | Level |
| Deputy Director- Rohingya Response & Nexus | M | Project Coordinator (Partner) | H |
| CPiE Technical Lead, Cox’s Bazar | M | Programme Manager, (Partner) | M |
| Programme Manager, Ukhiya | M | Relevant government departments (UNO, USSO, & CiCs) | M |
| Gender Advisor | M | M&E Officer (Partner | H |
| Project Manager | H | Child Protection sub-Sector Representatives, Cox’s Bazar | M |

Technical expertise, skills and knowledge

**Knowledge, Skills and Behaviours Required to Achieve Role’s Objectives:**

**Educational Qualifications and work experience**

Essential

* University degree in Education, Social Sciences, or a related field.
* Minimum 3 years of experience in literacy programming or education interventions.
* Good knowledge and understanding of Literacy programme, Do No Harm principles and other humanitarian standards.
* Well planned and organized, comfortable to lead on project implementation, and demonstrates initiative in problem-solving and decision making
* Well-developed written and oral communication skills and ability to communicate clearly and sensitively with internal and external stakeholders as a representative of Plan. This includes effective negotiation and representation skills
* Strong leadership skills, ability to support and train staff, and to work with disaster-affected communities in a sensitive and participatory manner
* Experience in designing and delivering training and other capacity-building initiatives with a variety of audiences
* Strong knowledge of literacy approaches, inclusive education, and gender-sensitive programming.
* Proven experience in project implementation, monitoring, and reporting.
* Strong leadership and problem-solving skills with the ability to work under pressure.
* Excellent written and verbal communication skills in English and Bangla.
* Proficiency in MS Office Suite, including Word, Excel, and PowerPoint.
* A positive and friendly personality who collaborates well with others, works with trustworthiness and integrity, and has a clear commitment to Plan's core values and humanitarian principles
* Proficiency in Microsoft Excel and Word
* Demonstrates awareness and sensitivity to gender and diversity. Has experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high-stress and high-security contexts
* An understanding of child safeguarding and equality for girls
* Fluency in English and Bangla (both reading and writing)

Desirable

* Prior experience of working in the greater Chittagong Division
* Prior experience of working in Literacy interventions
* Knowledge of Chittagonian or Rohingya
* Experience in humanitarian settings, particularly with refugees or IDPs
* Experience in conducting CP needs assessments
* Knowledge of Plan policies and procedures, Sphere, and the Red Cross/NGO Code of Conduct
* Experience in managing humanitarian projects in the CPiE

Plan International’s Values in Practice

**We are open and accountable**

1. Promotes a culture of openness and transparency, including with sponsors and donors.
2. Holds self and others accountable to achieve the highest standards of integrity.
3. Consistent and fair in the treatment of people.
4. Open about mistakes and keen to learn from them.
5. Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

1. Articulates a clear purpose for staff and sets high expectations.
2. Creates a climate of continuous improvement, open to challenge and new ideas.
3. Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
4. Evidence-based and evaluates effectiveness.

**We work well together**

1. Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
2. Builds constructive relationships across Plan International to support our shared goals.
3. Develops trusting and ‘win-win’ relationships with funders, partners and communities.
4. Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

1. We empower our staff to give their best and develop their potential
2. We respect all people, appreciate differences and challenge equality in our programs and our workplace
3. We support children, girls and young people to increase their confidence and to change their own lives.

Physical Environment

Based at Ukhiya with 80% travel to camps and host communities.

Level of contact with children

Mid contact: Occasional interaction with children.