

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

Associate Officer - People & Culture (Operations)

Department	:	People & Culture
Location of posting	:	Dhaka
Types of contract	:	Fixed Term Contract, initially up to December 2028
Number of position	:	1 (One)
Salary and benefits	:	Monthly Gross Salary will be BDT. 59,168 with other admissible benefits such as festival bonus, provident fund, gratuity, medical benefit, group life insurance, mobile & internet allowance etc, as per HROD Policy.

Job Summary:

The Associate Officer – People & Culture (Operations) will play a vital role in supporting and executing HR operations at ActionAid Bangladesh, contributing to the delivery of efficient and compliant HR services. Reporting to the Deputy Manager – People & Culture (Operations), the incumbent will be responsible for providing day-to-day operational support in recruitment, onboarding and offboarding, database and HRIS management, employee documentation, compliance tracking, and people analytics.

This role demands a detail-oriented and proactive professional with the ability to manage confidential employee data, support process automation, and ensure the seamless execution of HR operational functions in alignment with organisational policies and donor compliance standards. The Associate Officer will also support the HR team based in Cox's Bazar to maintain alignment across decentralised operations.

The position requires collaboration across departments to streamline HR workflows, ensure data accuracy, enhance reporting, and foster a culture of accountability, responsiveness, and continuous improvement. It is expected that the post-holder will contribute to strengthening digital HR systems, supporting internal audits, and facilitating staff orientations on HR policies and procedures.

Key responsibilities include (not limited to):

Recruitment, Onboarding & Offboarding

- Support in end-to-end recruitment processes, ensuring a transparent, and bias-free approach.
- Assist in drafting job descriptions and verify recruitment authorisation before advertising.
- Ensure complete SRFs and coordinate with hiring managers as per recruitment guidelines.
- Post job advertisements on AAB's portals and relevant national and international platforms.
- Support in screening applications, shortlisted candidates based on qualifications and share with hiring managers.
- Coordinate candidate communication for written tests and interviews.
- Support interview logistics and facilitate the formation of interview panels.
- Conduct reference checks and prepare interview evaluation summaries.

- Facilitate smooth onboarding by collecting required documents, coordinating IT setup, and completing ERP entries.
- Ensure proper documentation, assign employee IDs, and issue ID cards in line with organisational procedures.
- Maintain comprehensive candidate records, ensuring accuracy and confidentiality.
- Provide necessary details for new employee induction programmes.
- Manage offboarding processes, ensuring smooth transitions while maintaining employer brand integrity.

Maintain HR Information Systems

- Administer user account creation, manage access control, and ensure regular updates to employee records within the HR system.
- Oversee the smooth functioning of internal HR information systems, ensuring module maintenance and efficient database management.
- Provide technical assistance and resolve system-related issues by offering user support across various HRIS platforms.
- Configure and manage user roles, define access levels, and personalise settings within the ERP system.
- Ensure the accuracy of staff records through timely data entry and updates in the ERP software.
- Streamline HRIS workflows to improve process efficiency and troubleshoot application-related issues.
- Monitor and manage HR databases, ensuring data integrity through regular analysis and executing queries as required.
- Safeguard HR metrics, including employee attendance and performance data, by securely recording and storing relevant information.
- Conduct audits of HR documents and procedures, focusing on recruitment, exits, and other employee lifecycle events.
- Analyse employment data and prepare detailed, analytical reports to support decision-making processes.
- Review timesheets, attendance records, and payroll data to identify discrepancies and ensure accurate payroll processing.
- Maintain and track employee leave records (vacation, sick leave, personal leave) in the system.
- Ensure accurate employee registration in the biometric attendance system and monitor attendance status during official travel, workshops, meetings, or leave.

HR Operations & Documentation

- Assist in the implementation of HR operational activities in compliance with labour laws, organisational policies, and donor requirements.
- Support the maintenance and regular updating of HR databases, personnel files, staff contracts, and documentation while ensuring data accuracy and confidentiality.
- Provide timely information on staff movements, such as onboarding, transfers, and exits, to relevant teams and stakeholders.
- Coordinate with new joiners to ensure necessary documents are submitted for payroll processing and facilitate the opening of bank accounts.

- Participate in reviewing and improving HR processes to enhance efficiency, accuracy, and alignment with compliance standards.

People Analytics & Periodic Reporting

- Assist in gathering and analysing HR data, including turnover trends, workforce productivity, and engagement levels.
- Support the generation of periodic HR reports to guide workforce planning and talent management strategies.
- Contribute to evidence-based decision-making by analysing recruitment effectiveness, performance data, and employee satisfaction metrics.
- Assist in preparing HR compliance data for organisational audits and donor reporting purposes.

HR Policy Orientation

- Support in the orientation of HR policies, ensuring they remain aligned with best practices.
- Act as a compliance partner, ensuring HR documentation meets audit standards for internal and external reviews.
- Orient employees on HR policies and compliance requirements.

Required Educational Qualification and Experiences

Education

- Minimum graduation degree, preferably in Business Administration with major in Human Resources Management with good academic records.

Experience and Technical Skills

- At least 2 years of proven experience in similar role.
- Prior experience in a national or international development organisation, particularly INGOs or NGOs, will be an advantage.
- Practical experience in database management, HRIS and ERP System.
- Strong ability to analyse both quantitative and qualitative data and produce comprehensive management reports.
- Proficiency in leveraging digital tools and interventions to enhance operational effectiveness.
- Demonstrated ability to work under pressure, meet tight deadlines, and maintain proactive and independent approach.
- Understanding of compliance and audit requirements.
- Excellent facilitation and presentation skills.
- Capability to work collaboratively within multidisciplinary teams and engage effectively across departments and functions.

Required Competencies

- **Leadership** : Ability to follow instructions and complete assigned tasks efficiently and to take decisions independently.
- **Emotional Intelligence**: Understanding and recognition of own emotions and their impact on others and respond accordingly. Can manage stress well.
- **Communication & Collaboration**: Possess effective communication skills to interact with colleagues and stakeholders. Coordinate with team members to provide support as required.

- **Problem Solving Skill** : Ability to identify root-cause, analyse and propose alternative solutions based on their understanding of the organisation's policies and procedures.
- **Networking** : Ability to build relationships with colleagues and external stakeholders. Initiates or engages in networking activities and events and provide relevant information to external stakeholders and different forms with proper evidence.
- **Learning Agility**: Reflects on past experiences and uses that knowledge to inform future actions. Adapts to new work processes or technology with minimal guidance. Seeks out information and resources to expand their knowledge beyond their immediate responsibilities. Willingness to receive feedback and address those feedback positively.
- **Decision Quality** : Demonstrates sound judgment in routine decision-making situations. Understands the potential consequences of decisions and seeks input from others when appropriate. Open to feedback and willing to adjust decisions based on new information.

Application instructions

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

- The last date of application is **22 April 2025**.
- Please [Click Here](#) to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce, ensuring equal opportunity for 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 Sexual Harassment, Exploitation and Abuse (SHEA), Child Protection Policy and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.

NB: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of funds/money from job applicants should be regarded as fraudulent.