



GOVERNMENT OF THE PUNJAB
PUNJAB HUMAN CAPITAL INVESTMENT PROJECT (PHCIP)
PUNJAB SOCIAL PROTECTION AUTHORITY (PSPA)

VACANCIES ANNOUNCEMENT

Punjab Human Capital Investment Project (PHCIP) is a World Bank-assisted project which aims to increase access to quality health services, and economic and social inclusion programs, among poor and vulnerable households in 12 poorest districts of Punjab. The PHCIP intends to fill the following vacant positions based at Lahore.

Sr. No.	Positions	No. of Post
01.	Deputy Director (Data Base Administrator (DBA))	01.
02.	Deputy Director (GRM)	01.
03.	Deputy Director (Accounts & Finance)	01.
04.	Deputy Director Field Operations - Economic Inclusion (EI)	01.
05.	Deputy Director Field Operations - CCT	01.
06.	Deputy Director (Planning)	01.
07.	Program Officer	01.
08.	GRM Officer	01.
09.	Monitoring Officer	01.
10.	Evaluation Officer	01.
11.	Communication and Social Mobilization Officer	01.

- The detailed job description including experience, qualification and skills may be viewed at www.pspa.punjab.gov.pk/careers or www.phcip.com.pk/careers/ or www.jobs.punjab.gov.pk.
- Interested candidates having qualification and experience mentioned at above websites **MUST** apply at www.jobs.punjab.gov.pk **however they must send their applications along with hard copies of their CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, Degrees and Experience Certificates through postal/courier services, addressed to the undersigned latest by 22nd March 2024 (Friday).**
- The applicants have to mention the job application reference number or attach an e-mail received from the Punjab Job Portal in response to online application submission, along with a hard copy of the application.
- **Only complete job applications (applied online and sent via postal/courier along with supporting documents) received before the deadline will be considered for further processing.**
- Appointment will be made on contractual basis initially for one year, and will be extended subject to satisfactory performance of the incumbent.
- Applications received after the closing date will not be entertained.
- Applicant possesses relevant qualification and experience supported by documentary evidence will be shortlisted and called for an interview.
- No TA/DA will be admissible to the shortlisted candidates for interview.
- Applicants who are serving in Government/Semi-Government/Autonomous organizations must apply through proper channel.
- The competent authority reserves the right to increase or decrease the number of positions as per project requirements or cancel the recruitment process at any stage.

IPL-1793

Project Director
Project Management Unit (PMU)
Punjab Human Capital Investment Project (PHCIP)
Punjab Social Protection Authority (PSPA)
78-79, D Block, Wahdat Road, New Muslim Town, Lahore
Phone No. 042-99232359-60



04

**GOVERNMENT OF THE PUNJAB
PUNJAB HUMAN CAPITAL INVESTMENT PROJECT (PHCIP)
PUNJAB SOCIAL PROTECTION AUTHORITY (PSPA)**

VACANCIES ANNOUNCEMENT

Punjab Human Capital Investment Project (PHCIP) is a World Bank-assisted project which aims to increase access to quality health services, and economic and social inclusion programs, among poor and vulnerable households in 12 poorest districts of Punjab. The PHCIP intends to hire the services of the following individuals having the qualifications and experience mentioned below:

Sr. No	Positions	Qualifications/ Experience/Skills	No. of Post
01.	Deputy Director (Data Base Administrator (DBA))	Qualifications <ul style="list-style-type: none">• At least, Master's degree or equivalent (16 years of education) in Computer Science, Information Systems, or related discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.• Any additional Certification, such as PostgreSQL, Oracle, SQL Database Administration or related certification, shall be accorded due weightage.• International certification from product owner on any major databases (Oracle/MySQL/SQL Server) optimization, security & redundancy will be given additional weightage. Experience <ul style="list-style-type: none">• At least, five years of documentary verifiable progressive experience, after acquiring the stipulated qualification, as a database administrator in addition to having experience in applications software analysis, design, and development.• Knowledge and experience of relational databases, PostgreSQL, Oracle, or SQL Server (applications running these backend DBs) with redundancy and automated backup are required.• Opensource technology and implementation experience of Analytic tools will be accorded due weightage. Skills <ul style="list-style-type: none">• Database Administration and management• Performance tuning• PL/SQL• Backup and recovery, replication services• Audit Vault & DB Firewall• Installation and configuration of Oracle EBS Application Server.• Upgradation of Oracle EBS server software and related products• Administration of Oracle EBS R12 Application.• EBS Cloning, Patching for fixing bugs	01.

Jah,

02.	Deputy Director (GRM)	<p>Qualification:</p> <ul style="list-style-type: none"> • Master's degree (16 years of qualification) in Business Administration/Management Sciences/Public Administration/Public Policy/Law from a HEC recognized university. <p>Experience:</p> <ul style="list-style-type: none"> • At least six years of post-qualification experience of managing grievances, including three (3) years as an Assistant Director, Assistant Manager, or in a similar position, preferably in public sector organizations, autonomous bodies, or corporations. • Three years of working experience for the Digital Complainant Management Cell/Grievance Redressal Mechanism/legal department. • Well versed in handling complaints and legal affairs related to cash transfers/financial matters, beneficiaries, and procurement. • Coordinating and handling matters with agencies, wings, firms, and partners active in grievance management, including the World Bank and the Ombudsman, etc. <p>Skills:</p> <ul style="list-style-type: none"> • Excellent ability to prepare replies or presentations in legal or complaint matters. • Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand. • Fluency in written English and understanding of escalation matrixes, priority matrixes, call centers, and workflows of GRM architectures. • Familiarity with the background and rationale for the Social Cash Transfer Schemes is desirable. 	01.
03.	Deputy Director (Accounts & Finance)	<p>Qualification:</p> <ul style="list-style-type: none"> • ACMA, ACA, ACCA, or equivalent or Master's degree or equivalent (16 years of education) in finance / accounts from a HEC recognized university. <p>Experience:</p> <ul style="list-style-type: none"> • At least six years of post-qualification accounts and financial management experience including 03 years in a foreign-funded Projects in Public Sector / autonomous bodies and corporations. • Working experience in controlling and maintaining Accounts & Finance functions including bookkeeping and records maintenance, audits, periodical Financial Statements/Reporting, Taxation matter and payment mechanism etc. • Have experience in budgetary controls and releasing of funds • Well versed with public sector and donor's financial regulations • Have experience in dealing with all related banks, Government institutions and liaison with auditors <p>Skills:</p> <ul style="list-style-type: none"> • Self-driven with ability to take initiative and act independently. • Flexible and adaptive professional having natural acumen of Financial Management issues. 	01.

Fahri

		<ul style="list-style-type: none"> • Demonstrated resourcefulness in setting priorities. • Excellent verbal and written communication skills. • Well versed with the use of Information technology. 	
04.	Deputy Director Field Operations - Economic Inclusion (EI)	<p>Qualification:</p> <ul style="list-style-type: none"> • At least, Master's degree or equivalent (16 years of education) in Business Administration/ Project Management/ Development Studies/ Public Policy/ Public Administration/ Social Policy/ Economic Development/ Sociology or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. <p>Experience:</p> <ul style="list-style-type: none"> • At least, six years of documentary verifiable experience, after acquiring stipulated qualifications, in managing and implementing development projects for any public/private sector organization(s). • At least two years' experience in project management/implementation, planning and design of livelihood and microenterprise-support programmes. • Familiarity with government structures, operations, and procedure • Managing cash transfers, grievance redressals, logistics and budgets for medium to large scale social protection/development programs. • Must have team building and organizational development understanding. <p>Skills:</p> <ul style="list-style-type: none"> • Ability to plan, design and manage implementation of programs and staff. • Ability to work in a team, develop synergies and establish effective working relations with various stakeholders. • Strong analytical and problem-solving abilities. • Excellent Verbal and Written communication skills. • Proficient in using MS Office (Word, Excel, & Power Point). 	01.
05.	Deputy Director Field Operations - CCT	<p>Qualification:</p> <ul style="list-style-type: none"> • At least, Master's degree or equivalent (16 years of education) in Business Administration/ Project Management/ Development Studies/ Public Policy/ Public Administration/ Social Policy/ Economic Development/ Sociology or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. <p>Experience:</p> <ul style="list-style-type: none"> • At least, six years of documentary verifiable experience, after acquiring stipulated qualifications, in managing and implementing development projects for any public/private sector organization(s). 	01.

Fahri

		<ul style="list-style-type: none"> • Experience in project management/implementation, planning and design of cash transfer programmes will be preferred. • Familiarity with government structures, operations, and procedure • Managing cash transfers, grievance redressals, logistics and budgets for medium to large scale social protection/development programs. • Must have team building and organizational development understanding. <p>Skills:</p> <ul style="list-style-type: none"> • Ability to plan, design and manage implementation of programs and staff. • Ability to work in a team, develop synergies and establish effective working relations with various stakeholders. • Strong analytical and problem-solving abilities. • Excellent Verbal and Written communication skills. • Proficient in using MS Office (Word, Excel, & Power Point). 	
06.	Deputy Director (Planning)	<p>Qualifications:</p> <ul style="list-style-type: none"> • At least, Master's degree or equivalent (16 years of education) in Development Studies/ Business Administration/ Public Policy/ Social Policy/ Social /Economic Development/ Public Administration or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. • Project Management Professional (PMP) or any other relevant certification, shall be accorded due weightage. <p>Experience:</p> <ul style="list-style-type: none"> • At least, six years of documentary verifiable project/program planning/design and implementation experience, after acquiring stipulated qualifications, in public and/or private sector national/international organizations. • Must have team building and organizational development understanding. • Due weightage shall be accorded to: • Experience in social protection/development programs. • Hands on experience in evaluation of technical bids, developing annual plans and design documents such as working papers/concept notes, proposals/PCI, ToRs and progress reports. • Familiarity with government structures, operations, and procedure. <p>Skills</p> <ul style="list-style-type: none"> • Strong leadership and negotiation skills. • Strong and demonstrated capacity for planning, organization, and management with excellent reporting and coordination skills. • Ability to work in a team, develop synergies and establish effective working relations with various stakeholders. 	01.

		<ul style="list-style-type: none"> • Strong interpersonal and communications skills, resourcefulness, initiative, tact and ability to cope with challenging situations. • Written and oral fluency in the English language. • Proficient in using MS Office (Word, Excel, & Power Point). 	
07.	Program Officer	<p>Qualifications</p> <ul style="list-style-type: none"> • Master's degree (16 years of education) in Social Policy, Economics, Public Administration, Social/ Management Sciences, or relevant discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. . • Project Management Professional (PMP) or any other relevant certification shall be accorded due weightage. • Experience • At least, three years of relevant experience, after acquiring stipulated qualifications, in the implementation of socio-economic development programmes. • Familiarity with government structure, operations and procedures shall be accorded due weightage. • Applicants with working knowledge of project design documents (concept notes, working papers, proposals and TORs etc.) shall be given preference. • Skills • Strong and demonstrated capacity for planning, organization, and management with excellent reporting and coordination skills. • Ability to work in a team, develop synergies and establish effective working relations with various stakeholders. • Strong interpersonal and communications skills, resourcefulness, initiative, tact and ability to cope with challenging situations. • Written and oral fluency in the English language. • Proficient in using MS Office (Word, Excel, & Power Point). 	01.
08.	GRM Officer	<p>Qualification:</p> <ul style="list-style-type: none"> • Master's degree (16 years of qualification) in Business Administration/Management Sciences/Public Administration/Public Policy/Law from a HEC recognized university. <p>Experience:</p> <ul style="list-style-type: none"> • At least three years of post-qualification experience of managing grievances preferably in public sector organizations, autonomous bodies, or corporations. • Two years of working experience for the Digital Complainant Management Cell/Grievance Redressal Mechanism/legal department. • Well versed in handling complaints and legal affairs related to cash transfers/financial matters, beneficiaries, and procurement. • Coordinating and handling matters with agencies, wings, firms, and partners active in grievance 	01.

Fals

		<p>management, including the World Bank and the Ombudsman, etc.</p> <p>Skills:</p> <ul style="list-style-type: none"> • Excellent ability to prepare replies or presentations in legal or complaint matters. • Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand. • Fluency in written English and understanding of escalation matrixes, priority matrixes, call centers, and workflows of GRM architectures. • Familiarity with the background and rationale for the Social Cash Transfer Schemes is desirable. 	
09.	<p align="center">Monitoring Officer</p>	<p>Qualification:</p> <ul style="list-style-type: none"> • Master's degree or equivalent (16 years of education in social sciences, statistics, public policy, international development, economics, or related field. An advanced certificate in M&E, statistics, or economics preferred. <p>Experience:</p> <ul style="list-style-type: none"> • At least three years of work experience in monitoring activities of a development project especially in public sector. • Well conversant with public sector monitoring & evaluation reports and related documents. • Adept in preparation of project planning and scheduling. • Good writing and analytical skills, prior academic research or reporting experience would be an asset • Self-motivation and ability to work on multiple tasks. • Strong team spirit with effective interpersonal and communication skills. <p>Skills:</p> <ul style="list-style-type: none"> • Basic skills in data collection, management and/or analysis. • Microsoft Office Proficiency (Word, Excel, PowerPoint), SPSS, STATA. 	01.
10.	<p align="center">Evaluation Officer</p>	<p>Qualification:</p> <ul style="list-style-type: none"> • Master's degree or equivalent (16 years of education in social sciences, statistics, public policy, international development, economics, or related field. An advanced certificate in M&E, statistics, or economics preferred. <p>Experience:</p> <ul style="list-style-type: none"> • At least three years of work experience in evaluation of development projects preferably in public sector. • Well conversant with public sector monitoring & evaluation reports and related documents. • Adept in preparation of project planning and scheduling. 	01.

		<ul style="list-style-type: none"> • Good writing and analytical skills, prior academic research or reporting experience would be an asset • Self-motivation and ability to work on multiple tasks. • Strong team spirit with effective interpersonal and communication skills. <p>Skills:</p> <ul style="list-style-type: none"> • Basic skills in data collection, management and/or analysis. • Microsoft Office Proficiency (Word, Excel, PowerPoint), SPSS, STATA. 	
11.	<p align="center">Communication and Social Mobilization Officer</p>	<p>Qualification:</p> <ul style="list-style-type: none"> • At least, Master's degree or equivalent (16 years of education), in Mass Communications, Journalism/Media, Sociology, Social Work or related discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. <p>Experience:</p> <ul style="list-style-type: none"> • At least, three years of documentary verifiable post qualification experience in public information, communications, community sensitization and social mobilization, training, coordination, and stakeholder engagement. • Good knowledge and understanding of media and communication tools, with a focus on marginalized and poverty-stricken/vulnerable segments of society. • Expertise in preparation of project briefs, speeches, press releases, newsletters, success stories as well as report writing and presentations. • Linkages/network in both electronic and print media, as well as with key influencers on social media. • Hands on experience in social/behavior change communication programs including focus group discussions etc. <p>Skills:</p> <ul style="list-style-type: none"> • Excellent communication and presentation skills both written and verbal and attention to detail-oriented tasks. • Written and Oral fluency in the English language. • Proficient in using MS Office (Word, Excel, & Power Point). • Ability to write in Urdu (both handwritten and on computer) including use of In Page (Urdu software). • Social mobilization techniques and Field Coordination. 	01.

- Interested candidates having relevant qualification and experience **MUST** apply at www.jobs.punjab.gov.pk **however they must send their applications along with hard copies of their CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, Degrees and Experience Certificates through postal/courier services, addressed to the undersigned latest by 22nd March 2024 (Friday).**
- The applicants have to mention the job application reference number or attach an e-mail received from the Punjab Job Portal in response to online application submission, along with a hard copy of the application.
- **Only complete job applications (applied online and sent via postal/courier along with supporting documents) received before the deadline will be considered for further processing.**
- Appointment will be made on contractual basis initially for one year, and will be extended subject to satisfactory performance of the incumbent.
- Applications received after the closing date will not be entertained.
- Applicant possesses relevant qualification and experience supported by documentary evidence will be shortlisted and called for an interview.
- No TA/DA will be admissible to the shortlisted candidates for interview.
- Applicants who are serving in Government/Semi-Government/Autonomous organizations must apply through proper channel.
- The competent authority reserves the right to increase or decrease the number of positions as per project requirements or cancel the recruitment process at any stage.

**Project Director
Project Management Unit (PMU)
Punjab Human Capital Investment Project (PHCIP)
Punjab Social Protection Authority (PSPA)
78-79, D Block, Wahdat Road, New Muslim Town, Lahore
Phone No. 042-99232359-60**

Pak

Deputy Director (Database Administrator (DBA))

Objectives of the Assignment

In order to achieve the objectives of the project, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director, Database Administrator" to perform the below mentioned roles and responsibilities.

Scope of Functions

- Play a crucial role in the design and implementation of databases, collaborating with sub-contractors and consultants to ensure efficient and scalable structures that meet the organization's data requirements
- Prepare/ update standard SOPs for administering data, databases, test, development and production environment. Get them updated/approved.
- Maintain all databases and related documentation as approved and inline to organizational policy.
- Perform data analysis, based on requirements articulated by PSPA management and relevant wings, to capture data requirements for Unified Beneficiary Registry clearly, completely, and accurately while, at the same time, representing them in a formal and visual way through data models.
- Prepare/assist in development of System Requirement Specifications (SRS) and data model.
- Design and develop the required operational database procedures, ancillary processes documentation to ensure an effective and efficient continued operation of database environment.
- Develop & enforce policies and procedures for data security (such as strong passwords, two factor authentications, restricted data accessibility within controlled environment, CCTV monitoring), and data sharing mechanisms (e.g. emails/CD/USB etc.) including rules for approving/disapproving data requests and their compliances, maintaining log files and others associated functions.
- Closely coordinate with Manager database for data consistency, security, availability, optimization and best practices for administering the database(s). Keep the documentation current and consistent to implementation.
- Provide database related essential support to other MIS staff and user wings in accordance with design requirements and implementation of application systems, database(s) and other data files. The support may include the use of data dictionaries, database, table designs, database modelling and development of technical procedures to support the application's implementation process.
- Develop and implement disaster recovery policies/plans and automated backup procedures related to PHCI systems.
- Update and Maintain required databases for PHCI project.
- Perform/Automate routine data backups and restore functions.
- Perform all of required database administration functions such as installation, configuring database, tables, views, and stored procedures; running test queries; troubleshooting database problems; maintaining version control and proper security policies and procedures.
- Conduct periodic maintenance of database(s), tuning to optimize data management processes, perform load balancing, redundancy, fault tolerance and system optimization.

- Produce regular analytical reports on database performance to identify gaps and improve overall quality in terms of data reliability, data security and maintenance, including the use of periodic data backups and data restoration procedures.
- Provide lead support in the development of service level agreements (SLAs) for common needs, especially, cross government services (Like NADRA, PITB etc); ToRs/Requirement Specifications for procurement of IT equipment and technical software development.
- Participate in technical pre-bid and negotiation meetings, as well as support IT related contracts. Maintain software licensing and maintenance agreements.
- Generate reports as per user requirements
- Perform any other task assigned by management
- Implement and maintain backup and recovery policies and procedures.
- Perform database tuning and performance monitoring.
- Monitoring the application related products like oacore, oafm apache, Concurrent.

Qualification and professional experience

Qualifications

- At least, Master's degree or equivalent (16 years of education) in Computer Science, Information Systems, or related discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.
- Any additional Certification, such as PostgreSQL, Oracle, SQL Database Administration or related certification, shall be accorded due weightage.
- International certification from product owner on any major databases (Oracle/MySQL/SQL Server) optimization, security & redundancy will be given additional weightage.

Experience

- At least, five years of documentary verifiable progressive experience, after acquiring the stipulated qualification, as a database administrator in addition to having experience in applications software analysis, design, and development.
- Knowledge and experience of relational databases, PostgreSQL, Oracle, or SQL Server (applications running these backend DBs) with redundancy and automated backup are required.
- Opensource technology and implementation experience of Analytic tools will be accorded due weightage.

Skills

- Database Administration and management
- Performance tuning
- PL/SQL
- Backup and recovery, replication services
- Audit Vault & DB Firewall
- Installation and configuration of Oracle EBS Application Server.
- Upgradation of Oracle EBS server software and related products
- Administration of Oracle EBS R12 Application.
- EBS Cloning, Patching for fixing bugs

Deputy Director (GRM)

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director GRM" to perform the below mentioned roles and responsibilities.

- Directly report to Addl. Director GRM in day-to-day affairs.
- Prepare and submit replies to resolve Ombudsman Complaints.
- Prepare and handle complaints received from Pakistan Citizen Portal.
- Prepare and handle complaints from different means as and when directed.
- Assist in planning and oversee the overall roll-out of the grievance mechanism to all beneficiaries.
- Assist to provide training to all officers and stakeholders involved in the implementation of the grievance mechanism.
- Oversee the development / improvement of IT structures supporting the grievance mechanism and ensure adequate functionality throughout the country.
- Ensure lessons learning from grievance mechanism pilots and overall implementation.
- Coordinate the grievance mechanism with other Agencies/Wings/firms/Partners active in grievance management, including the World Bank.
- Ensure a solid communication campaign for the grievance mechanism.
- Integrate Prevention of Sexual Exploitation and Abuse into the grievance mechanism.
- Assist in monitoring the overall performance of the grievance mechanism and make recommendations of high-level design improvements to the management, as required, to improve performance of the grievance mechanism.
- Ensure solid financial management related to the grievance mechanism.
- Submit performance reports.
- Respond to emergency-related demands on the grievance mechanism.
- Any other task as and when assigned by the Additional Director GRM

Qualification:

- Master's degree (16 years of qualification) in Business Administration/Management Sciences/Public Administration/Public Policy/Law from a HEC recognized university.

Experience:

- At least six years of post-qualification experience of managing grievances, including three (3) years as an assistant director, assistant manager, or in a similar position, preferably in public sector organizations, autonomous bodies, or corporations.
- Three years of working experience for the Digital Complainant Management Cell/Grievance Redressal Mechanism/legal department.
- Well versed in handling complaints and legal affairs related to cash transfers/financial matters, beneficiaries, and procurement.
- Coordinating and handling matters with agencies, wings, firms, and partners active in grievance management, including the World Bank and the Ombudsman, etc.

Skills:

- Excellent ability to prepare replies or presentations in legal or complaint matters.

- Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand.
- Fluency in written English and understanding of escalation matrixes, priority matrixes, call centers, and workflows of GRM architectures.
- Familiarity with the background and rationale for the Social Cash Transfer Schemes is desirable.

Deputy Director (Accounts & Finance)

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director Accounts & Finance" to perform the below mentioned roles and responsibilities.

- Assists Additional Director Financial Management (Financial Management Specialist) in project accounting and financing matters
- Manage and oversee accounting & financing functions.
- Preparation and maintenance of periodical financial reports and records
- Maintain full integrity of all accounts and finance functions, ensuring compliance of all applicable regulations and donor funded procedures.
- Oversees all payments mechanism process of Invoices / bills /claims for payments.
- Ensures compliance with accounting procedures through observation, supervision, and testing.
- Ensure and maintain
 - Budgetary allocation & controls etc.
 - Party ledgers
 - All related reconciliation matters
 - Cash book, assets register, Invoice Register etc.
 - Salary payments, relevant records, salary slips
 - Prepare CPRs, tax challan & tax certificates
 - Relevant Correspondence & reporting requirements
 - Maintain all relevant records / Schedules and keep in soft & hard Form
 - Preparation / signing and issuance of cheques
 - Bank Vouchers, Bank Advices,
 - Updating financials on SMDP
- Liaison with internal and external Auditors
- Dealing and coordinate with Banks and other Government institutions
- Oversee the maintenance all relevant records and keep in soft & hard Form
- Any other assignment by the seniors

Qualification:

- ACMA, ACA, ACCA, or equivalent or Master's degree or equivalent (16 years of education) in finance / accounts from a HEC recognized university.

Experience:

- At least six years of post-qualification accounts and financial management experience including 03 years in a foreign-funded Projects in Public Sector / autonomous bodies and corporations.
- Working experience in controlling and maintaining Accounts & Finance functions including bookkeeping and records maintenance, audits, periodical Financial Statements/Reporting, Taxation matter and payment mechanism etc.
- Have experience in budgetary controls and releasing of funds
- Well versed with public sector and donor's financial regulations

- Have experience in dealing with all related banks, Government institutions and liaison with auditors

Skills:

- Self-driven with ability to take initiative and act independently.
- Flexible and adaptive professional having natural acumen of Financial Management issues.
- Demonstrated resourcefulness in setting priorities.
- Excellent verbal and written communication skills.
- Well versed with the use of Information technology.

Deputy Director Field Operations-Economic Inclusion

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director Field Operations-EI" to perform the below mentioned roles and responsibilities:

- Fully understand and observe the programme requirements contained in government guidelines and those of any external financing agencies for specific projects and programmes as contained in their financing and programme agreements.
- Establish and observe effective coordination and liaison protocols with the field staff, partner implementing agencies, social mobilization/outreach partners, consultants, and contractors for effective implementation of interventions at the beneficiary level.
- Assist in the development of Annual Work Budget Plans (AWB/P) and prepare the status update of the Economic Inclusion segment for the Bi-Annual Implementation Status Report (ISR) of the World Bank.
- Design and develop operational procedures/guidelines including business use cases for PHCIP/other PSPA interventions and periodically update the Economic Inclusion Operations Manual in support of the Implementing Partner and supervision of the Additional Director Field Operations.
- Regularly review the functioning of the application programs, and reporting dashboard, as well as suggest and implement modifications/improvements with the support of the MIS-PSPA.
- Assist in pre-bid technical meetings, technical evaluations of proposals and contract negotiations if required.
- Design and develop tools and instruments for data collection including requirement specifications for existing/emerging needs of app/portal development under the supervision of the Additional Director Field Operations.
- Contribute towards developing/updating the Field Operations Manual entailing background information, the role of field offices including staffing needs and organogram, detailed job descriptions, policies and procedures, resources, reporting/data collection tools, and logistic plan.
- Extend support to field staff in the establishment of field offices including systems for performance monitoring, discipline, office management and reporting.
- Conduct review meetings with field staff and the IP to identify bottlenecks/challenges and share findings with the immediate reporting officer.
- Establish systems for collection and analysis of feedback from the field on interventions including but not limited to assessing the readiness of the IP as per the contract, targeting/enrolment of young couples, verification of deliverables, training of IP's staff, asset procurement/distribution, documentation, beneficiary-related inclusion/exclusion

errors, and the Grievance Redressal Mechanism (GRM) for continuous system improvement.

- Ensure the development of monthly work plans by the field staff and monitor their performance.
- Compile and prepare a monthly progress report based on findings of the data collected by the field staff.
- Keep track of the Project Results Framework and document lessons learnt on EI.
- Participate in the progress review meetings with IP and prepare minutes/reports whenever required.
- Conduct regular field visits to monitor ongoing field activities and provide technical support to field offices.
- Perform any other tasks assigned by the Additional Director Field Operations.

Qualification:

- At least, Master's degree or equivalent (16 years of education) in Business Administration/ Project Management/ Development Studies/ Public Policy/ Public Administration/ Social Policy/ Economic Development/ Sociology or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.

Experience:

- At least, six years of documentary verifiable experience, after acquiring stipulated qualifications, in managing and implementing development projects for any public/private sector organization(s).
- At least two years' experience in project management/implementation, planning and design of livelihood and microenterprise-support programmes.
- Familiarity with government structures, operations, and procedure
- Managing cash transfers, grievance redressals, logistics and budgets for medium to large scale social protection/development programs.
- Must have team building and organizational development understanding.

Skills:

- Ability to plan, design and manage implementation of programs and staff.
- Ability to work in a team, develop synergies and establish effective working relations with various stakeholders.
- Strong analytical and problem-solving abilities.
- Excellent Verbal and Written communication skills.
- Proficient in using MS Office (Word, Excel, & Power Point).

Deputy Director Field Operations-CCT

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director Field Operations-CCT" to perform the below mentioned roles and responsibilities:

- Fully understand and observe the programme requirements contained in government guidelines and those of any external financing agencies for specific projects and programmes as contained in their financing and programme agreements.
- Establish and observe effective coordination and liaison protocols with the field staff, partner implementing agencies, social mobilization/outreach partners, consultants, and contractors for effective implementation of interventions at the beneficiary level.
- Assist in the development of Annual Work Budget Plans (AWB/P) and prepare the status update of the H&N CCT segment for the Bi-Annual Implementation Status Report (ISR) of the World Bank.
- Design and develop operational procedures/guidelines including business use cases for PHCIP/other PSPA interventions and periodically update the H&N CCT Operations Manual under the supervision of the Additional Director Field Operations.
- Regularly review the functioning of the EMR Application, and reporting dashboard, as well as suggest and implement modifications/improvements with the support of the MIS-PSPA and/or HISDU/PITB.
- Assist in pre-bid technical meetings, technical evaluations of proposals and contract negotiations if required.
- Design and develop tools and instruments for data collection including requirement specifications for existing/emerging needs of app/portal development under the supervision of the Additional Director Field Operations.
- Contribute towards developing/updating the Field Operations Manual entailing background information, the role of field offices including staffing needs and organogram, detailed job descriptions, policies and procedures, resources, reporting/data collection tools, and logistic plan.
- Extend support to field staff in the establishment of field offices including systems for performance monitoring, discipline, office management and reporting.
- Conduct review meetings with Field Officers, the concerned health staff as well as the Payment Service Provider to identify bottlenecks/challenges and share findings with the immediate reporting officer.
- Establish systems for collection and analysis of feedback from the field on interventions including but not limited to H&N CCT enrolment, availability of cash agents and their readiness for disbursement of payments, training of LHWs/Vs, documentation, communication material, beneficiary-related inclusion/exclusion errors, and the Grievance Redressal Mechanism (GRM) for continuous system improvement.

- Ensure the development of monthly work plans by the field staff and monitor their performance.
- Compile and prepare a monthly progress report based on findings of the data collected by the field staff.
- Keep track of the Project Results Framework and document lessons learnt on H&N CCT.
- Participate in the progress review meetings with health and prepare minutes/reports whenever required.
- Conduct regular field visits to monitor ongoing field activities and provide technical support to field offices.
- Perform any other tasks assigned by the Additional Director Field Operations.

Qualification:

- At least, Master's degree or equivalent (16 years of education) in Business Administration/ Project Management/ Development Studies/ Public Policy/ Public Administration/ Social Policy/ Economic Development/ Sociology or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.

Experience:

- At least, six years of documentary verifiable experience, after acquiring stipulated qualifications, in managing and implementing development projects for any public/private sector organization(s).
- Experience in project management/implementation, planning and design of cash transfer programmes will be preferred.
- Familiarity with government structures, operations, and procedure
- Managing cash transfers, grievance redressals, logistics and budgets for medium to large scale social protection/development programs.
- Must have team building and organizational development understanding.

Skills:

- Ability to plan, design and manage implementation of programs and staff.
- Ability to work in a team, develop synergies and establish effective working relations with various stakeholders.
- Strong analytical and problem-solving abilities.
- Excellent Verbal and Written communication skills.
- Proficient in using MS Office (Word, Excel, & Power Point).

Deputy Director (Planning)

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Deputy Director Planning" to perform the below mentioned roles and responsibilities.

- Coordination among the PMUs and other key agencies of the project e.g., Health, Education, World Bank in providing their inputs in the design and implementation of the project activities.
- Ensuring smooth implementation of the assigned tasks and compliance to agreed results.
- Establish and observe effective coordination and liaison protocols with the relevant planning sections and staff of supervising government entities, implementing partners and consultants for a seamless planning regime and coherent implementation plans.
- Prepare, or, as appropriate, supervise the preparation of, progress reports, annual reports, project completion report and other reports that may be required by the Additional Director Planning.
- Review project inception, progress and monitoring reports and share observations with the Additional Director Planning for improvements.
- Ensure timely preparation and compilation of work plans/progress reports and their submission to the Additional Director Planning.
- Support and contribute to the development of Annual Procurement Plans prepared by the procurement wing and participate, when required, in various stages of procurement cycle of goods and services.
- Coordinate and follow up on the directives of the Project Steering Committee meeting and Project Coordination Committee meeting to review the progress of the Project's implementation as well as to identify and agree on key actions required during the next phase of implementation.
- Review and/or develop Terms of References and management of local and foreign consultants; monitor progress on deliverables under those contracts; provide feedback as necessary; and coordinate the work of consultants, consistent with the overall project implementation plan.
- Follow up all the action plans and decisions made under PSC or in PCC.
- Coordinate all meetings with the implementing partners and with the World Bank.
- Ensuring compliance with overarching Government Regulations and Policies.
- Ensuring no illegal procedure or process is adopted whether with respect to Local or International Laws.
- Retrieving documents upon request.
- Perform any other task given by the Additional Director Planning.

Qualifications:

- At least, Master's degree or equivalent (16 years of education) in Development Studies/ Business Administration/ Public Policy/ Social Policy/ Social /Economic Development/ Public Administration or related discipline from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.
- Project Management Professional (PMP) or any other relevant certification, shall be accorded due weightage.

Experience:

- At least, six years of documentary verifiable project/program planning/design and implementation experience, after acquiring stipulated qualifications, in public and/or private sector national/international organizations.
- Must have team building and organizational development understanding.
- Due weightage shall be accorded to:
- Experience in social protection/development programs.
- Hands on experience in evaluation of technical bids, developing annual plans and design documents such as working papers/concept notes, proposals/PCI, ToRs and progress reports.
- Familiarity with government structures, operations, and procedure.

Skills

- Strong leadership and negotiation skills.
- Strong and demonstrated capacity for planning, organization, and management with excellent reporting and coordination skills.
- Ability to work in a team, develop synergies and establish effective working relations with various stakeholders.
- Strong interpersonal and communications skills, resourcefulness, initiative, tact and ability to cope with challenging situations.
- Written and oral fluency in the English language.
- Proficient in using MS Office (Word, Excel, & Power Point).

Program Officer

Objectives of the Assignment

In order to achieve the objectives of the project, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Program Officer" to perform the below mentioned roles and responsibilities.

- Work as a principal support staff with PD, PHCIP and assist the PD in whole range of programme management functions including planning, budgeting, coordination, implementation, monitoring and financial management.
- Acquire full familiarization with the PSPA and PHCIP mandate, structure and activities including all government and donor funded programmes and their specific programmatic and management needs and requirements.
- Assist in the development and regular update of annual and quarterly work plans, and budget.
- Assist in review of Project Procurement Plan prepared by Procurement Wing and ensure the same is uploaded onto Systematic Tracking of Exchanges in Procurement (STEP) portal.
- Assist in regular review of the working of GRM and its improvements.
- Assist in reviewing and sharing feedback on project inception, progress reports submitted by third-party consulting firms, including the Social Mobilization Partner, Third Party Validation firm, and Communications firm.
- Assist in assigning responsibilities to PSPA's field offices and development of a performance management system for the field offices.
- Assist PD in organization of PSC and PCC meetings, preparation of agenda and working papers for the meetings, recording of minutes and circulation and effective follow up on the decisions of PSC and PCC.
- Assist in organizing PD's work schedules including meetings, field visits, and supervision mission visits.
- Assist in organizing internal review meetings, monitoring progress on previous decisions and follow up on decisions made in internal reviews.
- Maintain project design documents, progress and monitoring reports including emails and other official letters for reference and use of PD.
- Ensure minutes are prepared, approved (where critical decisions are needed) and circulated.
- Perform any other task assigned by the competent authority in furtherance of the mandate and objectives of PHCIP.

Qualification and professional experience

Qualifications

- Master's degree (16 years of education) in Social Policy, Economics, Public Administration, Social/ Management Sciences, or relevant discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan. .
- Project Management Professional (PMP) or any other relevant certification shall be accorded due weightage.

Experience

- At least, three years of relevant experience, after acquiring stipulated qualifications, in the implementation of socio-economic development programmes.
- Familiarity with government structure, operations and procedures shall be accorded due weightage.
- Applicants with working knowledge of project design documents (concept notes, working papers, proposals and TORs etc.) shall be given preference.

Skills

- Strong and demonstrated capacity for planning, organization, and management with excellent reporting and coordination skills.
- Ability to work in a team, develop synergies and establish effective working relations with various stakeholders.
- Strong interpersonal and communications skills, resourcefulness, initiative, tact and ability to cope with challenging situations.
- Written and oral fluency in the English language.
- Proficient in using MS Office (Word, Excel, & Power Point).

GRM Officer

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "GRM Officer" to perform the below mentioned roles and responsibilities.

- Directly report to Addl. Director GRM in day-to-day affairs.
- Assist in preparation and submission of replies to resolve Ombudsman Complaints.
- Assist in preparation and submission received from Pakistan Citizen Portal.
- Assist in preparation and resolving of complaints from different means as and when directed.
- Assist in planning and oversee the overall roll-out of the grievance mechanism to all beneficiaries.
- Assist to provide training to all officers and stakeholders involved in the implementation of the grievance mechanism.
- Assist to oversee the development / improvement of IT structures supporting the grievance mechanism and ensure adequate functionality throughout the country.
- Assist to ensure lessons learning from grievance mechanism pilots and overall implementation.
- Assist to coordinate the grievance mechanism with other Agencies/Wings/firms/Partners active in grievance management, including the World Bank.
- Assist to ensure a solid communication campaign for the grievance mechanism.
- Assist to integrate Prevention of Sexual Exploitation and Abuse into the grievance mechanism.
- Assist in monitoring the overall performance of the grievance mechanism and make recommendations of high-level design improvements to the management, as required, to improve performance of the grievance mechanism.
- Assist to ensure solid financial management related to the grievance mechanism.
- Assist to submit performance reports.
- Assist to respond to emergency-related demands on the grievance mechanism.
- Any other task as and when assigned by the Additional Director GRM.

Qualification:

- Master's degree (16 years of qualification) in Business Administration/Management Sciences/Public Administration/Public Policy/Law from a HEC recognized university.

Experience:

- At least three years of post-qualification experience of managing grievances preferably in public sector organizations, autonomous bodies, or corporations.
- Two years of working experience for the Digital Complainant Management Cell/Grievance Redressal Mechanism/legal department.
- Well versed in handling complaints and legal affairs related to cash transfers/financial matters, beneficiaries, and procurement.
- Coordinating and handling matters with agencies, wings, firms, and partners active in grievance management, including the World Bank and the Ombudsman, etc.

Skills:

- Excellent ability to prepare replies or presentations in legal or complaint matters.
- Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand.
- Fluency in written English and understanding of escalation matrixes, priority matrixes, call centers, and workflows of GRM architectures.
- Familiarity with the background and rationale for the Social Cash Transfer Schemes is desirable.

Monitoring Officer

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Monitoring Officer" to perform the below mentioned roles and responsibilities:

- Assist in data collection, management and verification of the data, and display the results – based on both quantitative and qualitative inputs. This includes data analysis, reporting, and dissemination;
- Assist in development of an efficient and accurate data collection and analysis system that includes efficient processes for collecting and analyzing data and ensuring data quality;
- Monitors and reviews progress achieving targets and objectives under the program results framework and effective implementation of projects activities;
- Assist in planning and implementation of PHCIP data collection, reporting and reviews;
- Coordinates with staff, partners and World Bank, participates in all data validation exercises;
- Collaborates on the production of six-monthly progress reports, indicator data and produces any other reports for the World Bank as and when required;
- Ensures quick learning and adapting processes through process monitoring of program implementation;
- Shares monthly and quarterly data with M&E Specialist to assess progress on program outputs and achievement of program objectives;
- Identify and conceptualize research opportunities that will improve monitoring of PHCIP activities in an efficient manner;
- Assist in the development of Terms of Reference, selection of short-term consultants, monitoring of progress, development and dissemination of findings, and integration of findings into PHCIP interventions;
- Develops and integrates into the PHCIP results framework learning objectives, expected results, indicators and targets, and processes for collecting data on progress;
- Designs and coordinates implementation of learning workshops, trainings, and other activities;
- Coordinates documentation and dissemination of best practices, lessons learned, research findings and progress reported through routine project monitoring to ensure uptake and use of learning to improve PHCIP implementation;
- Reports and analyzes information utilizing mapping of activities, outputs, and outcomes using GIS, as well as other mapping and visual presentation applications;
- Coordinates with the PHCIP communications team to disseminate important findings.
- Assist in conducting field visits for tracking the on-going activities of PHCIP including but not limited to conditional cash transfer (CCT) and Economic Inclusion (EI) components.
- Prepare and update the filing system for M&E department.
- Assist in developing the following;
 - **Reports:**
 - ✓ Monthly Reports
 - ✓ Quarterly Reports

- ✓ Six monthly Reports
- ✓ Annual Work Plans
- ✓ Minutes of Meeting
- ✓ Event Reports
- **Surveys:**
 - ✓ Assist in developing questionnaires for collection of data against indicators.
 - ✓ Assist in providing training to enumerators for data collection from the field.
 - ✓ Monitor impact evaluation survey firm's field work and data collection protocols for baseline, midline and endline surveys.
 - ✓ Keep email threads of survey documents etc received from survey firm
 - ✓ Filing of all sources email threads, survey documents etc.
 - ✓ List of meetings and filing of meeting minutes
 - ✓ Assist in developing periodic and field reports
 - ✓ Any other M&E documents
- Ensure the availability of all required documents in hard and soft forms in consultation with M&E and program teams.
- Develop indicator-wise and document type-wise folders and ensure they are up to date and complete as per the reporting periods.
- Make hard files of all the M&E related documents as required by the M&E team.
- Prepare a list of all required supporting documents in hard files.
- Help in conducting internal data quality assessment (DQA).
- Print/scan all the required documents for filing purposes.
- Assist the M&E team in maintaining and updating databases.
- Assist in any other M&E related assignments as required.

Qualification:

- Master's degree or equivalent (16 years of education in social sciences, statistics, public policy, international development, economics, or related field. An advanced certificate in M&E, statistics, or economics preferred.

Experience:

- At least three years of work experience in monitoring activities of a development project especially in public sector.
- Well conversant with public sector monitoring & evaluation reports and related documents.
- Adept in preparation of project planning and scheduling.
- Good writing and analytical skills, prior academic research or reporting experience would be an asset
- Self-motivation and ability to work on multiple tasks.
- Strong team spirit with effective interpersonal and communication skills.

Skills:

- Basic skills in data collection, management and/or analysis.
- Microsoft Office Proficiency (Word, Excel, PowerPoint), SPSS, STATA.

Evaluation Officer

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Evaluation Officer" to perform the below mentioned roles and responsibilities:

- Participate in impact evaluation meetings
- Engage with IAs and the World Bank technical assistance team on design and implementation questions as they arise
- Participate in the evaluation of the technical proposals submitted by the participating survey firms
- Review deliverables submitted by the survey firm(s)
- Assist in development of the questionnaires
- Review the quality of field survey firm's work (data collection, data management, transcription, survey administration, etc.)
- Engage with IAs and the World Bank technical assistance team, on data analysis and development of the impact evaluation report(s)
- Impact evaluation plans (including budgeting) for PSPA led and/or coordinated SP interventions
- Selecting appropriate impact evaluation methodologies and designing impact evaluations
- Development of TORs for impact evaluations and other quantitative and qualitative evaluation research
- Power calculations and sampling (design and implementation)
- Participation in the procurement process of the hiring of research firms (pre-bid meetings, evaluation of the technical proposals submitted by the participating research firms, negotiations meetings, etc.)
- Review deliverables submitted by the impact evaluation and operation review firms
- Review the quality of above listed firms' work (data collection, data management, transcription, survey administration, etc.)
- Data analysis, report writing and presentation of findings

Qualification:

- Master's degree or equivalent (16 years of education in in social sciences, statistics, public policy, international development, economics, or related field. An advanced certificate in M&E, statistics, or economics preferred.

Experience:

- At least three years of work experience in evaluation of development projects preferably in public sector.
- Well conversant with public sector monitoring & evaluation reports and related documents.
- Adept in preparation of project planning and scheduling.
- Good writing and analytical skills, prior academic research or reporting experience would be an asset
- Self-motivation and ability to work on multiple tasks.
- Strong team spirit with effective interpersonal and communication skills.

Skills:

- Basic skills in data collection, management and/or analysis.
- Microsoft Office Proficiency (Word, Excel, PowerPoint), SPSS, STATA.

Communication & Social Mobilization Officer

Objectives of the Assignment

In order to achieve the objectives of the program, PSPA, being the lead implementing agency for PHCIP, is in the process of putting in place the required technical staff under the Project Directorate based in PSPA's Headquarters at Lahore. To that end, PSPA requires services of a "Communications and Social Mobilization Officer" under the reporting of Communications Specialist PHCIP-PSPA to perform the below mentioned roles and responsibilities:

- **Developing communication and social mobilization strategies:** The Communications and Social Mobilization Officer is responsible for developing communication and social mobilization strategies and activity plans that align with the organization's objectives and target audience under the guidance of Communications Specialist. This may include developing messaging, identifying communication channels, and designing and development of implementation plan for communication and community engagement activities, including goal setting, benchmarks, and progress metrics for all ongoing projects and initiatives. Additionally, organizing community meetings, workshops, and awareness campaigns.
- **Managing communication channels and conducting community needs assessments:** The Communications and Social Mobilization Officer is responsible for managing various communication channels such as the organization's website, social media platforms, newsletters, press releases, and other communication tools. He/She must ensure that all communication is consistent and aligned with the organization's messaging by acquiring full familiarization with the PHCIP-PSPA mandate, structure and activities including all government and donor funded programs and their specific communication needs and requirements. He/She is responsible for building partnerships and networks with other organizations and stakeholders in the community to maximize the impact of programs and interventions.
- **Building relationships:** The Communications and Social Mobilization Officer is responsible for building and maintaining relationships with stakeholders, including the media, donors, partners, and community members. He/She must ensure that stakeholders are kept informed and engaged with the organization's work. The Communications and Social Mobilization Officer assists Communications Specialist in planning and execution of Public Awareness Events and Meetings (managing content, schedule and logistics) as and when required and also manages the writing, development, design, production and dissemination of diverse publications and news releases through a variety of media, including print, broadcast and social media.
- **Monitoring and evaluation:** The Communications Officer is responsible for monitoring and evaluating the effectiveness of communication and community mobilization activities to ensure they achieve the intended outcomes. He/She must track key performance indicators and adjust strategies as needed to achieve the organization's objectives. Also monitor the performance of firms engaged for communication & social mobilization related activities and provide feedback in the form a report to Communications Specialist on the quality of performance.
- **Reporting and documentation:** The Communications and Social Mobilization Officer is responsible for documenting and reporting on communication activities, including progress reports, success stories, and lessons learned. He/She must assist and support Communications Specialist in specific areas of communication and mobilization including,

but not limited to the development of annual communications and social mobilization work plan and budget and support in the development of internal communication and information flow systems.

- **Knowledge management & record keeping:** The Communications and Social Mobilization Officer ensures regular record keeping of all tasks and knowledge management of work accomplished. Maintain proper record of all Communications related activities under Communications Wing of PHCIP. Effective coordination with DGPR (for Advertisements, Bills, and other related tasks) and proper record-keeping of all correspondence are also part of their responsibilities.
- **Crisis communication:** The Communications and Social Mobilization Officer is responsible for managing communication during crisis or emergency situations. He/She must develop a crisis communication plan under the guidance of Communications Specialist and ensure that all stakeholders are informed and updated.
- **Coordination:** The Communications and Social Mobilization Officer is responsible to assist Communications Specialist in organizing media, mobilization and community engagement activities/events and accompany visitors and journalists to field visits, as and when required.

Qualification:

- At least, Master's degree or equivalent (16 years of education), in Mass Communications, Journalism/Media, Sociology, Social Work or related discipline, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.

Experience:

- At least, three years of documentary verifiable post qualification experience in public information, communications, community sensitization and social mobilization, training, coordination, and stakeholder engagement.
- Good knowledge and understanding of media and communication tools, with a focus on marginalized and poverty-stricken/vulnerable segments of society.
- Expertise in preparation of project briefs, speeches, press releases, newsletters, success stories as well as report writing and presentations.
- Linkages/network in both electronic and print media, as well as with key influencers on social media.
- Hands on experience in social/behavior change communication programs including focus group discussions etc.

Skills:

- Excellent communication and presentation skills both written and verbal and attention to detail-oriented tasks.
- Written and Oral fluency in the English language.
- Proficient in using MS Office (Word, Excel, & Power Point).
- Ability to write in Urdu (both handwritten and on computer) including use of In Page (Urdu software).
- Social mobilization techniques and Field Coordination.

