



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 13 poorest districts of Punjab. The PHCIP intends to fill the following vacant positions:

Sr.No	Positions	No.Of Post
1	Admin Officer	01
2	GRM office	01
3	Technical Content Writer (RS/User Manual)	01
4	Driver	01

- ☆ Interested candidates who intend to apply for the position mentioned at Sr # 01 to Sr # 03, with the qualification and experience specified at www.pspa.punjab.gov.pk/careers or www.phcip.com.pk/careers/, must apply at www.jobs.punjab.gov.pk. However, it is MANDATORY to send application along with hard copies of CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, Degrees and Experience Certificates through postal/courier services.
- ☆ Interested candidates who intend to apply for the position mentioned at Sr # 04 (Driver) will only apply by submitting a hard copy of the application along with CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, and Experience Certificates through postal/courier services.
- ☆ Interested Candidates must send their Job application latest by 16th May, 2025 (Friday) application received after due date will not be considered.
- ☆ The applicants applied for the position mentioned at Sr # 01 to Sr # 03 must 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 one application will be considered for one post and candidates who intend to apply for more than one post shall submit separate applications for each post.
- ☆ For position mentioned at Sr # 01 to Sr # 03, complete Job applications (applied online and sent via postal/courier along with supporting documents) and for Sr # 04 (only hard copy sent via postal/courier along with supporting documents received before the deadline will be considered for further processing.
- ☆ Appointment will be made on a contractual basis as per the Contract Appointment Policy 2004.
- ☆ 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.
- ☆ Applicants are required to clearly mention the position for which they are applying.
- ☆ Applicant possesses relevant qualification and experience supported by documentary evidence shall be shortlisted and called for an interview.
- ☆ No TA/DA shall be admissible to the shortlisted candidates for interview.
- ☆ Applicants who are serving in Government/Semi-Government/Autonomous organizations must apply through proper channel. The application without No Objection Certificate (NOC) or old NOC will not be entertained.
- ☆ The competent authority reserves the right to increase or decrease the number of positions subject to PC-I and 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

IPL-1590



**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 13 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.	Admin Officer	<p>Qualification:</p> <ul style="list-style-type: none"> Master's degree (16 years of education) in Business Administration/ Business Studies/Social Sciences or relevant 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 experience, after acquiring stipulated qualifications, as an office assistant, office administrator, or handling administrative responsibilities in a related field. Knowledge of government procedures and practices. Experience in preparing reports, budgets, drafting letters, and minutes. <p>Skills:</p> <ul style="list-style-type: none"> 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.
02.	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 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. 	01

		<ul style="list-style-type: none"> • 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. 	
03.	Technical Content Writer (RS/User Manual)	<p>Qualification:</p> <ul style="list-style-type: none"> • At least, Master's degree or equivalent (16 years of education), in Software Engineering, Computer Sciences, 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 experience, after acquiring stipulated qualification, in Technical Content Writing. <p>Skills:</p> <ul style="list-style-type: none"> • Strong writing and editing skills: the ability to write clear, concise and accurate technical documentation for software users of all levels. • Technical expertise: knowledge of software development concepts and experience working with software applications. • Excellent communication skills: ability to explain complex technical concepts in simple language. • Knowledge of content management systems and HTML/CSS: ability to work with web- based tools to create and publish technical documentation. • Experience with screen capture and video editing software: ability to create visual aids to supplement written documentation. • Research and problem-solving skills: ability to gather information and troubleshoot issues related to software. • Time management and deadline-oriented: ability to work independently and meet tight deadlines. • Understanding of SEO and user experience (UX) principles: ability to write content that is both user-friendly and optimized for search engines. • Ability to work in a team, collaborate and receive feedback. • Continual learning and updating knowledge with new software, technologies and trends in the field. 	01
04.	Driver	<p>Qualification:</p> <ul style="list-style-type: none"> • Matric <p>Experience:</p> <ul style="list-style-type: none"> • Two years relevant experience with a Driving License. 	01.

- Interested candidates who intend to apply for the position mentioned at **Sr # 01 to Sr # 03**, with the qualification and experience specified at www.pspa.punjab.gov.pk/careers or www.phcip.com.pk/careers/, must apply at www.jobs.punjab.gov.pk. However, it is **MANDATORY** to send application along with hard copies of CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, Degrees and Experience Certificates through postal/courier services.
- Interested candidates who intend to apply for the position mentioned at **Sr # 04 (Driver)** will only apply by submitting a hard copy of the application along with CV; one pass-port size photograph, Attested copies of CNIC, Educational Certificates, and Experience Certificates through postal/courier services.
- Interested Candidates must send their Job application latest by **16th May 2025 (Friday)** application received after due date will not be considered.

- The applicants applied for the position mentioned at **Sr # 01 to Sr # 03** must 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 one application will be considered for one post and candidates who intend to apply for more than one post shall submit separate applications for each post.
- **For position mentioned at Sr # 01 to Sr # 03, complete job applications (applied online and sent via postal/courier along with supporting documents) and for Sr # 04 (only hard copy sent via postal/courier along with supporting documents) received before the deadline will be considered for further processing.**
- Appointment will be made on a contractual basis as per the Contract Appointment Policy 2004.
- 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.
- Applicants are required to clearly mention the position for which they are applying.
- Applicant possesses relevant qualification and experience supported by documentary evidence shall be shortlisted and called for an interview.
- No TA/DA shall be admissible to the shortlisted candidates for interview.
- Applicants who are serving in Government/Semi-Government/Autonomous organizations must apply through proper channel. The application without No Objection Certificate (NOC) or old NOC will not be entertained.
- The competent authority reserves the right to increase or decrease the number of positions subject to PC-I and 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

Admin 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 an "Admin Officer" to perform the below mentioned roles and responsibilities.

- Acquire full familiarization with the PSPA mandate, structure and activities including all government and donor funded programmes and their specific requirements.
- Assist the management in day to day coordination and administration of program, correspondence, information sharing, filing and ensuring that appropriate follow up actions are taken on all correspondence.
- Receive, distribute and file all incoming and outgoing letters, request, e-mails and other official documents of the project.
- Schedule the organizational calendar and update as needed.
- Support line managers and staff in executing their responsibilities.
- Develop action plan and tracking sheet for activities related to administration and project.
- Keep filing system up to date and accessible.
- Prepare reports on office expenses, office budgets, and sundry administrative expenditures.
- Assist the management in organization of scheduled and ad hoc meetings and preparation and management of record of meetings.
- Ensure that regular cleaning and maintenance of office facility is done by the PSPA support staff as well as manage safety and security at the offices.
- Organize travel and accommodation arrangements for office staff and managers, as and when required; overseeing and preparing expense reports and budgets.
- Organize and arrange seminars, workshops, launching ceremonies, meetings and other events within or outside the city, as required by the staff.
- Arrange office space necessary for all staff and ensure that all furniture and equipment's are in proper order including IT equipment's and internet infrastructure.
- Monitor and maintain inventory of office equipment and inventory supplies; order replacement supplies as needed and approved by reporting officer.
- Prepare and process approved requisitions made by the project staff for office supplies and others.
- Ensure proper documentation of assets/equipment's being issued to or returned by staff.
- Coordinate building and maintenance issues for general repair (heating and air conditioning, security, etc.) and update (carpet cleaning, painting, etc.)
- Manage disposal of dead-stock, ensure parking maintenance and security services.
- Perform any other task assigned by Competent Authority in furtherance of PSPA mandate and objectives.

Qualification and professional experience

Qualifications

- Master's degree (16 years of education) in Business Administration/ Business Studies/ Social Sciences or relevant 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 experience, after acquiring stipulated qualifications, as an office assistant, office administrator, or handling administrative responsibilities in a related field.
- Knowledge of government procedures and practices.
- Experience in preparing reports, budgets, drafting letters, and minutes.

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.

Technical Content Writer (RS/User Manual)

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 "Technical Content Writer" to perform the below mentioned roles and responsibilities:

- Researching, creating and editing technical documents, such as user manuals, product specifications, and instructional materials related to the welfare program.
- Collaborating with management, Software engineers, Additional Directors/Directors of different programs, and other stakeholders to ensure accuracy and completeness of technical documentation
- Creating and editing promotional materials such as ad campaigns brochures and website content
- Ensuring all materials are in compliance with industry regulations and standards
- Keeping up-to-date with advancements in the field and incorporating new technologies into their writing.
- Collaborating with program coordinators, field officers, and other stakeholders to ensure accuracy and completeness of technical documentation and materials.

Qualification:

- At least, Master's degree or equivalent (16 years of education), in Software Engineering, Computer Sciences, from a foreign or local university, duly recognized by the Higher Education Commission (HEC) of Pakistan.

Experience:

- At least, three years of documentary verifiable experience, after acquiring stipulated qualification, in Technical Content Writing.

Skills:

- Strong writing and editing skills: the ability to write clear, concise and accurate technical documentation for software users of all levels.
- Technical expertise: knowledge of software development concepts and experience working with software applications.
- Excellent communication skills: ability to explain complex technical concepts in simple language.
- Knowledge of content management systems and HTML/CSS: ability to work with web- based tools to create and publish technical documentation.
- Experience with screen capture and video editing software: ability to create visual aids to supplement written documentation.
- Research and problem-solving skills: ability to gather information and troubleshoot issues related to software.
- Time management and deadline-oriented: ability to work independently and meet tight deadlines.
- Understanding of SEO and user experience (UX) principles: ability to write content that is both user-friendly and optimized for search engines.
- Ability to work in a team, collaborate and receive feedback.
- Continual learning and updating knowledge with new software, technologies and trends in the field.

Driver

Responsibilities

- Transport competent authority to their destinations, or handle office pick-up duties, and deliver parcels and documents.
- Perform daily inspections on all assigned vehicles.
- Ensure that all cars are properly cleaned and maintained and that any need for repairs is outlined and reported.
- Receive items and documents for transport and ensure that they are safely transported to their destinations.
- Use standard maps or the GPS to map safe routes to destinations, ensuring that timelines are met.
- Ensuring that the company vehicle is always parked in areas that permit parking in order to avoid towing.
- Keeping the company vehicle clean and properly maintained by performing regular washing, cleaning and vehicle maintenance.
- Providing accurate time records of the company vehicle's coming and goings.
- Safely drive assigned office vehicles by following set rules and regulations.
- Reporting any accidents, injuries, and vehicle damage to management.
- Maintain contact with the dispatch team or team member to ensure that he is made aware of delivery or transport situation.
- Perform both preventative and regular maintenance on assigned vehicles and ensure that proper detailing is performed.
- Keep mileage records and repair records up-to-date.
- Any other duty that may be assigned from time to time.

Qualification and professional experience

- Matric
- Two years relevant experience with Driving License