**Project Co-ordination Unit (CCU) of Inclusive Services & Opportunities for Host Community and FDMN Population Project (ISO) and Host & FDMN of Lives Project (HELP), ERD**

*Terms of Reference (ToR)*

Position: Project Manager (Administration & Operations)

# A. Background

Bangladesh has been coping with the sudden and large inflow of the Rohingya population displaced from Myanmar since 2017. The United Nations (UN) has described the Rohingya as "the most persecuted minority in the world". The nearly one million Displaced Rohingya Population (FDMN) reside in 33 extremely congested camps designated by the Government of Bangladesh (GoB) in the Ukhiya and Teknaf upazilas in Cox's Bazar district - Bangladesh hosts the largest camp across the globe. The extended presence of the FDMN puts additional pressure on already poor areas, affecting livelihoods, services, and social cohesion. The Bangladeshi host population in the two upazilas are the poorest in the district, with high socio-economic vulnerability. Hosting the FDMN continues to stretch service delivery of the GoB, including host communities amidst decreasing humanitarian resources.

Even as the humanitarian emergency evolves to a protracted crisis, the GoB has demonstrated its continued commitment and leadership to support the FDMN. Basic assistance in the form of food, shelters, and essential services have been provided using government systems and with support from the international community. Development partners, including the World Bank, have supported the construction of quality infrastructure, including cluster homes, disaster shelters, road networks, embankments, community gardens, warehouses, waste management systems, and electrical power generation systems in the form of solar PV standalone street lighting systems, solar PV water pumping systems, and solar PV nano-grid systems. In addition, lack of formal education and weak shelter infrastructure continue to be a challenge in the Cox’s Bazar camps. To reduce the strain of livelihoods and basic service delivery in Cox’s Bazar, the GoB has facilitated the voluntary relocation of around 30,000 FDMN to Bhasan Char since 2021 an island located in the Bay of Bengal in the Noakhali District. Five UN agencies, five international NGOs, and 27 local NGOs currently operate on the island. While the GoB's position on livelihood activities and skills/vocational trainings has been more open in Bhasan Char compared to Cox's Bazar, livelihood opportunities are still lacking. Further support from the international community is still needed to strengthen basic infrastructure, especially for operations and maintenance.

Despite the GoB's continued efforts, critical challenges exist for the FDMN and the host communities in fulfilling basic needs and improving livelihoods. High prevalence of malnutrition is still reported among both FDMN and host community children. Camps are at higher risks of infectious diseases such as measles, diarrhea and acute respiratory infections. On the livelihoods side, while agriculture remains the largest source of income for the host communities, the FDMN are generally restricted to informal work and paid volunteer work opportunities within the camps. Expanding camp settlements, population growth, and other human activities continue to raise pressure on natural resources in Cox's Bazaar.

Both Cox's Bazar and Bhasan Char are highly vulnerable to climate and disaster risks. In Cox's Bazar, cyclones, flash floods, storm surges, landslides, and fires are identified as disasters that are "very likely" to happen. Critical needs for basic service provision and access remain for both FDMN and host communities. The FDMN camps in Cox's Bazar still face infrastructure gaps and maintenance challenges, with immediate needs centering around upgrading deteriorating water supply infrastructure (especially those not constructed through EMCRP); supporting electricity generation and supply; and improving disaster risk reduction infrastructure and emergency response. Recent disasters including flood-induced landslides and fires emphasize the importance of reducing the structural vulnerability of shelter. Key needs in Bhasan Char include improvement and maintenance of existing infrastructure; accessibility to neighboring lands; livelihoods and education. Most solar streetlights and solar panels on the shelters need to replace. Standalone solar systems on the roofs of the cyclone shelters are also need to replace. Needs for host communities in Cox's Bazar revolve around five areas: basic services and climate resilient infrastructure; gender-based violence response and prevention; education and skills development; and economic opportunities. Due to the high exposure to disasters, measures such as climate resilient infrastructure, cyclone shelters, improved drainage structures, and slope stabilization are also critical.

Access to essential services and economic opportunities for women, elderly, Persons with Disabilities (PWD) and other marginalized people is also challenging in both Host and FDMN communities. Among other factors, gender gaps persist in education, health, and economic outcomes. fear of sexual harassment and violence limits mobility of women and their participation in social and economic activities. The proposed Inclusive Services and Opportunities for Host Communities and FDMN Population (ISO) Project will focus on the most impacted by the crisis those who need social care and improve access to human capital services for vulnerable Host and FDMN communities. On the other hand, the proposed Host and FDMN Enhancement of Lives Project (HELP) will expand and improve access to basic services and build disaster and climate resilience of the FDMN and Host communities. In two projects- ISO and HELP, 12 implementing agencies under 09 ministries are involved to implement the assigned activities.

ERD has been given the responsibility to play a coordinating role to attain the projects development objectives and ensure sustainability of the project through effective coordination and monitoring.

# B. Objectives

The project (CCU-ISO & HELP) will be implemented by the Project Implementation Unit (PIU) and coordination across all IA’s will be supported by ERD thorough Central Co-ordination Unit (CCU). The CCU, ERD will hire Project Co-ordination Consultant to manage, organize and communicate with relevant stakeholder regarding ISO& HELP project details.

The main objective of the services of Project Co-Ordinator are 1) Provide project co-ordination, management and administrative support towards effective implementation of the project, 2) Provide technical input and support, 3) Design and develop databases to support Project implementation activities, 4) Developing detailed annual work and budget plans based on approved overall work plan, 5) Manage the logistics and coordinate the activities/events and organize meetings, 6) Participating in field visits to monitor and evaluate the progress of project activities, 7) Monitoring and evaluation (M&E) of the Project, in a manner consistent with the Project’s M&E Framework;

The assignment includes the following tasks:

* Coordinating among the implementing agencies and the World Bank
* Monitoring the activities of the ISO & HELP projects
* Leading the planning, coordination, and systemic monitoring of the project’s overall progress in achieving the intermediate results indicators and the Project Development Objectives (PDO)
* Ensuring that the annual budget and disbursement plans for the project are prepared and approved in a timely matter and planned
* Ensure proper service provision under the projects to the both Host and FDMN communities
* Working with financial management and procurement specialist in supporting the project
* Provide financial management services and conduct monitoring, support for review and assist in project implementation.
* Carry out regular monitoring, conduct on-site visits and assist IAs in their monitoring of the implementation.
* Arrange coordination meetings, on-site visits and conduct training for capacity building of CCU
* Responsibility for the adherence to environmental and social safeguards policies.
* Technical advice to Project Director (PD)
* Any other tasks assigned by the PD

# C. Scope of Consultant’s Assignment

**Overall Coordination and Supervision on Project Implementation**

While PD has overall responsibly of the project, the Co-ordination Consultant will be responsible for completing all activities/tasks, its quality control and overall coordination associated with project implementation with officials, PD and other stakeholders. Maintain liaison with ERD and other agencies for the smooth running of the project.

**Project Implementation Support**

Contribution in the preparation and updating of implementation plans, work schedules, and budgets for the ISO and HELP projects is an important task for the Consultant. Provision of technical advice and support to implementing agencies to address challenges in project execution in Cox’s Bazar and Bhasan Char is also crucial.

**Preparation of Workplan**

The Consultant will prepare of project workplan and schedule according to project objectives. Developing detailed annual work and budget plans based on approved overall work plan. S/he will support development and timely submission of work plans and budgets from implementing partners.

**Monitoring and Evaluation (M&E) of the Project**

Design and implement a robust framework for monitoring project activities and progress. The consultant needs to track project indicators and report regularly on outcomes, milestones, and challenges. Ensure that project activities align with agreed objectives and that corrective actions are taken when deviations occur. Guiding, supporting and supervising the PIU staff and other stakeholders involved in the project implementation in the proper monitoring and evaluation of project activities.

**Sustainability and Capacity Building Program**

The Consultant will develop strategies to ensure the sustainability of project outcomes, including institutional capacity building for implementing agencies. Provide guidance on best practices in project coordination, financial management, and risk mitigation. S/he will facilitate training sessions and capacity-building workshops for relevant stakeholders.

**Training Provision and Support**

The Consultant will lead the trainings for capacity building of contractor, field level staff and other relevant stakeholders to implement and monitor. This includes local training, workshop, field visit and facilitate the project progress review meeting.

**Reporting and Documentation**

Prepare comprehensive periodic progress reports for submission to ERD and development partners. Lessons learned, best practices and case studies documentation are also important. The project coordinator consultant needs to maintain accurate records of project correspondence, agreements, and financial transactions.

**Technical Advice to PD**

When necessary and required by PD, the Consultant will provide technical advice related coordination, management and monitoring. Such advice would include coordination with other governmental organizations, donors, handling grievances and enhancement of capacity of PIU, etc. The consultant will also assist the PD on any other tasks requested.

**Miscellaneous**

Any other duties deemed necessary by the Project Director as and when required.

# D. Key Qualifications

Academic Qualifications and Professional Experience of the Consultant:

**a. Academic Qualification**

* A Master’s degree in Social Science, Statistics, Economics, Development Studies, Public Administration or a related field. Equivalent combination of bachelor’s degree in the above areas with relevant work experience in project management will be considered.

**b. Experience**

* Minimum of 7 years of experience in project coordination, preferably in humanitarian or development contexts.
* Coordinate and manage complex project work with focus on population, empowerment of women and gender
* Experience in implementing and managing project
* Expertise in working with multi-stakeholder projects involving government agencies, international organizations, and NGOs
* Strong knowledge of disaster risk reduction, climate resilience, and gender-inclusive programming
* Experience in programme planning, design, follow-up, report writing, monitor and evaluation of the project
* Experience in working with various partners, working with international and national experts to implement project activities
* Experience in project management and M&E directly related to public sector reform, private sector development and under the project financed by international financial institutions such as the World Bank is an advantage
* Skills in research and data analysis
* Experience in donor-funded projects would be an advantage
* Involvement with implementation of financial management and procurement strategies in donor-funded projects
* Able to work independently or in a team and conduct project reports in English
* Excellent communication, negotiation, and facilitation skills and good ability to communicate in English.

# E. Duration of the Assignment

The Consultant will perform the Services upto June 2028 or project closing date, whichever is earlier, from date of contract agreement . However, the duration will depend on the performance of the individual in this position.

# F. Institutional Arrangement

The Consultant will be responsible to the PD. She/he will assist PD to ensure that all coordination and management related reporting is completed on time to enable the Project to meet the deadlines of various GoB authorities and the World Bank. The Consultant will submit the field visit report frequently along with the recommendation for further improvement.

The PIU will provide necessary assistance to the Consultant in carrying out their activities under the project. The PIU will provide necessary office accommodation, computer, logistic services, consumables and other things or related services required for smooth execution of his services. The PIU will provide necessary assistance to carry field trips if necessary.

# G. Reporting Obligations

1. Inception Report
2. Monthly Activity Report
3. Quarterly Progress Report
4. Final Report

# H. Remuneration

The Consultant will be paid a negotiable consolidated remuneration inclusive of all applicable Taxes and VAT as per law of Bangladesh. Payment shall be made on monthly basis upon satisfactory performance output certified by the Project Director.

# I. Procurement/ Hiring method

The Consultant will be hired and contracted as per the “Individual Consultant (IC)” Selection method of **World Bank Procurement Regulation (PR), 2016 (Revised February 2025).**