

## TERMS OF REFERENCE

### Program Support Associate

### Vacancy Code: PSA-ICT-001

**Location:** Islamabad

#### 1. Organisational Context

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Group Development Pakistan (GDP) is a leading non-governmental organization dedicated to promoting and protecting child rights in Pakistan since 2012. To create sustainable social change, GDP engages in child, culture & gender sensitive, eco-friendly, creative, participatory as well as evidence-based initiatives such as legal and policy reform, stakeholder engagement, technical support, capacity-building, research and service delivery.

#### 2. Role Summary

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The Program Support Associate will be based in Islamabad and will work directly under the supervision of the Project Coordinator to support the planning and implementation of the project activities. This role is instrumental in ensuring the smooth execution of day-to-day project operations, particularly around coordination, scheduling, documentation, and stakeholder engagement.

The Program Support Associate will assist in the delivery of capacity-building workshops, meetings etc. They will coordinate with trainers, consultants, and field staff to maintain accurate project records, and monitor activity timelines and key performance indicators (KPIs). The role includes responsibilities for supporting logistics, facilitation.

#### 3. Essential Duties and Responsibilities

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The primary objective of the Program Support Associate is to establish and maintain effective relationships with stakeholders, partners, and communities to promote understanding, cooperation, and support for project goals and activities.

The major responsibilities (not limited to) are:

- Track workplans, calendars, and deadlines.
- Coordinate with trainers, consultants, and field teams.
- Prepare simple activity briefs and checklists.
- Arrange venues, travel, and materials.
- Manage participant invites, confirmations, and attendance.
- Support onsite facilitation and sign-offs.
- Keep accurate records of activities, participants, and outputs.
- Collect and file agendas, minutes, attendance sheets, and reports.
- Handle routine correspondence and filing.
- Process payments requests, requisitions, and vendor documents with the admin/finance teams.
- Perform other role-relevant tasks assigned by the supervisor.
- Contribute to the application screening process and manage data entry from surveys and feedback tools.
- Provide logistical and administrative support for travel, venue setup, and documentation for events including ToTs, digital sessions, and the closing event.
- Assist in drafting donor reports and compiling documentation related to project outputs and impact.
- Liaise with expert trainers to schedule and coordinate training sessions.

- Monitor participant attendance, engagement levels, and troubleshoot technical issues during live sessions.

## 4. QUALIFICATIONS AND SKILLS

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**Qualifications:** A bachelor degree in Social Sciences, Law, Management, or any related field is required.

- **Experience and Skills:**
  - Minimum of 3 years of experience in a similar role is preferred
  - Hands-on experience in organizing workshops, trainings, or community events including logistics and documentation.
  - Experience working with multiple stakeholders, such as NGOs, trainers, mentors, and field teams.
  - Experience in managing trainings, workshops, coordination with stakeholder, meeting / workshop participants etc.
  - Prior experience contributing to donor reporting, maintaining project records, and support processes
- **Skills**
  - Ability to support day-to-day implementation of project activities, manage timelines, and ensure smooth workflow under guidance.
  - Skilled in organizing and supporting the delivery of workshops, trainings, and virtual sessions, including logistical arrangements.
  - Strong verbal and written communication skills in English and Urdu; capable of coordinating with diverse stakeholders including trainers, participants, and partner organizations.
  - Comfortable using digital collaboration tools (e.g., Zoom, MS Teams, Google Workspace), managing session recordings, and supporting tech troubleshooting during live sessions.

## 5. How to apply

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Due to urgency, the position needs to be filled at the earliest. CVs will be reviewed on rolling basis and filled before the deadline **August 25, 2025** . Interested candidates are requested to send CV and application to [hr@gdpakistan.org](mailto:hr@gdpakistan.org) at the earliest clearly mentioning vacancy code **(PSA-ICT-001)** in the subject line of the mail. Women, gender-variant persons, minorities, and differently-abled persons who fit the criteria are encouraged to apply.