

BRAC Internship Description

Programme/Enterprise: Safeguarding and Grievance Management Department (SGMD)

Project/Unit: Admin Unit

Duration: 3 months

Application Deadline: 30 September, 2026

Starting Date: 11 October, 2026

Location (Office & Floor): Head Office (Level 3, 65 BRAC Tower)

Working Hours: 8 Hours

Monthly Stipend: BDT 8000

Programme/Enterprise Description.

Safeguarding and Grievance Management Department (SGMD) at BRAC operates through a management framework that includes safe governance, safe recruitment, training and awareness, safe programme design including risk assessment and mitigation, and robust procedures for reporting and handling all types of grievances, as well as investigating and awarding disciplinary action.

Project/Unit Description

The Admin Unit manages SGMC's functions with a dedicated helpline to receive all types of grievances from staff, programme participants, and other people connected with BRAC. A review hearing team works under the SGM-Admin Unit to ensure the opportunity for hearings on the subject of complaint, and a Data Management Team supports its activities by recording all information related to the grievances, investigation, and disciplinary actions. Therefore, the admin unit supports all kinds of administrative & procurement-related work under the organisation.

Purpose of Internship (including learning outcomes)

The intern will support the Admin Unit in maintaining and organising official documentation and records. Responsibilities will include scanning, filing, and digitising documents as required. The intern will assist the filtration team in reviewing and summarising cases and identifying potential policy violations. They may also support inquiry-related activities, including conducting interviews when required, and assist with other administrative and investigative tasks assigned by the team.

Intern's Responsibilities:

Inquiry & Case Management Support

- Assist in summarising allegations, policy violations, and other relevant information.
- Support the admin team in reviewing previous case history, including relevant SOS/SOC and other available records, where applicable.

Evidence & Documentation Support

- Assist in organising, scanning, filing, and maintaining inquiry-related documents and supporting records.
- Support the team in reviewing statements, interview records, consent forms, evidence, recordings, and other case-related documentation for completeness.
- Assist in properly referencing and maintaining records of evidence and supporting documents.

Inquiry & Interview Support

- Assist Inquiry Officers and team members during the inquiry process, as required.
- Assist the inquiry team in conducting interviews, including documenting and recording relevant information accurately, as required.
- Assist in reviewing interview statements and identifying information requiring clarification or further inquiry.

Inquiry Report & Review Support

- Assist in reviewing draft inquiry reports for completeness, consistency, proper documentation, and alignment between allegations, evidence, analysis, findings, and conclusions.
- Support the preparation and compilation of final inquiry reports and other case-specific documents.
- Assist in verifying required signatures, dates, attachments, consent forms, and supporting documents before case submission or closure.

Administrative & Data Support

- Assist the Admin/Inquiry Unit in maintaining case trackers, databases, spreadsheets, and electronic records.
- Assist in data entry, data cleaning, case tracking, and preparation of case-related summaries using MS Excel and/or Google Sheets.
- Support the team in maintaining confidentiality and proper handling of sensitive inquiry and complaint information.
- Perform other inquiry, documentation, research, administrative, and case-management tasks assigned by the supervisor or Inquiry Team.

Requirements

- Educational Background
 - Level: Bachelor's in Social Sciences, Law, Business Studies
 - Subject: Human Resources, Criminology, Sociology, Anthropology, Business Studies, Finance and Accounting, Public Administration, Social Work, Law, and other relevant subjects.
- Language Proficiency
 - Bangla (written/spoken): Professional fluency
 - English (written/spoken): Professional fluency
- Knowledge/Skills/Competencies:

Ability to systematically manage inquiry-related information and documentation, review evidence and case records for completeness and consistency, accurately support interviews and reporting, maintain reliable case databases, and handle sensitive information with confidentiality, integrity, and strong attention to detail.