Terms of Reference (TORs)

1. Program Coordinator (01 Position)

• Location: SMU-SED- , Lahore
•• Scale: PPS-11

Role Summary
The Program Coordinator shall assist the Program Director in overall coordination, planning, implementation, monitoring, and reporting of activities under the Chief Minister Punjab Schools Meal Program. The incumbent will serve as a focal person for coordination among stakeholders, districts, consultants, vendors, and relevant departments to ensure smooth and timely execution of the program.

Key Responsibilities
Assist in overall planning, coordination, and implementation of program activities in accordance with approved objectives and timelines.

- Coordinate with School Education Department, district administrations, vendors, consultants, and other stakeholders for effective program execution.
- Support the Program Director in day-to-day management and operational oversight of the program.
- Monitor implementation progress and follow up on assigned activities to ensure timely completion.
- Prepare progress reports, briefing notes, summaries, presentations, and official correspondence related to the program.
- Assist in monitoring field operations, supply distribution, and compliance with program guidelines and standards.
- Maintain records of meetings, decisions, action points, and follow-up activities.
- Coordinate with procurement, finance, monitoring, and communication teams for smooth implementation of program components.
- Assist in preparation of work plans, implementation schedules, and operational strategies.
- Support data collection, compilation, analysis, and reporting for decision-making purposes.
- Ensure timely submission of reports, updates, and information required by senior management and Government authorities.
- Liaise with development partners, consultants, and service providers, where required.
- Assist in resolving operational and coordination issues arising during program implementation.
- Ensure proper documentation and maintenance of program records and files.
- Perform any other task assigned by the Program Director or competent authority.

Qualifications & Experience
• Minimum 16 years of Education in Management Science, Public & Business Administration, Social Science, Humanities, or equivalent.

- Minimum 6 years of verifiable relevant experience and must have at least 2 years of public sector experience.
- Relevant experience in similar projects will be considered an additional advantage.

• Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and other IT tools essential for data management, reporting, and communication.

Skills Required

• Strong coordination and communication skills.
• Excellent documentation and report writing abilities.
• Familiarity with government procedures and project implementation frameworks.
• Proficiency in MS Office tools.

2. Data Analyst (01 Position)

- Location: SMU-SED- , Lahore
- Scale: PPS-9

Role Summary

The Data Analyst will manage, analyze, and visualize project data to support evidence-based decision making for Schools Meal Programs.

Key Responsibilities

- Analyze large datasets to identify trends, gaps, and insights.
- Develop dashboards and visualizations using tools like Power BI or Tableau.
- Support monitoring and evaluation of key project indicators.
- Clean and validate incoming data for accuracy.
- Collaborate with field teams to ensure timely and quality data reporting.

Qualifications & Experience

- Minimum: 16 years of education in Computer Science, Data Science, Statistics, or related fields.
- At least 2 years of verifiable relevant experience in data analysis.

Skills Required

- Strong analytical and statistical skills.
- Proficiency in MS Excel, SQL, R/Python, and visualization tools.
- Experience with education datasets preferred.
- Ability to work independently under tight deadlines

3. Program Associate (02Positions)

- Location: SMU-SED- , Lahore
- Scale: PPS-8

Role Summary

- Program Associate will support the planning, execution, and reporting of all districts.
- Key Responsibilities
- Assist Provincial Coordinator leads in preparing reports, presentations, and documentation.
- Conduct monitoring visits, field coordination, and stakeholder communication.
- Conduct data entry, analysis, and ensure record-keeping.
- Coordinate logistics and administrative tasks for project activities.

Qualifications

- Minimum 16 years of Education in Management Science, Public Administration, Sciences, Social Science, Health Sciences, Computer Science, Humanities, or equivalent.
- Minimum 2 years of verifiable relevant experience.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and other IT tools essential for data management, reporting, and communication.

Skills Required

- Strong organizational and multitasking abilities.
- Good verbal and written communication skills.
- Proficiency in MS Office.

4. IT Associate (02 Position)

- Location: SMU-SED- , Lahore
- Scale: PPS-8

Role Summary

Dynamic IT professional specializing in application development, system maintenance, and database support. Proven expertise in solving complex technical problems and managing project-related IT infrastructure and digital reporting tools. Dedicated to optimizing performance through effective software, hardware, and network troubleshooting.

Key Responsibilities

- Demonstrate expertise in programming, software/application development, and technical problem-solving for project-related IT operations.
- Assist in management and maintenance of project IT systems and applications.
- Provide technical support for dashboards, databases, and digital reporting tools.

- Support troubleshooting of software, hardware, and networking issues.
- Assist in data management, report generation, and system monitoring activities.
- Coordinate with field teams regarding technical support and system usage.
- Ensure proper documentation of IT-related processes and activities.
- Perform any other task assigned by competent authority.

Qualifications & Experience

- Minimum 16 years of education in Computer Science, Information Technology, or a related discipline (BS/BCS/BIT or equivalent).
- Minimum 2 years of verifiable relevant experience.

Skills Required

- Technical Proficiency
- Systems Infrastructure
- Analytical Support

5. Assistant Manager Finance (01 Position)

- Location: SMU-SED- , Lahore
- Scale: PPS-08

Role Summary

Assistant Manager Finance shall assist in financial management, administrative coordination, procurement support, and contract management under the Chief Minister Punjab Schools Meal Program. The incumbent will be responsible for ensuring efficient financial operations, compliance with Government rules and procedures, effective office administration, and coordination of procurement and contractual activities for smooth implementation of the program. The specialist will also support planning, reporting, budgeting, logistics management, vendor coordination, and maintenance of financial and administrative records in accordance with approved policies, objectives, and timelines.

Key Responsibilities

- Assist financial planning, budgeting, and utilization of project funds.
- Ensure compliance with Government financial rules, audit requirements, and accounting procedures.
- Prepare financial statements, expenditure reports, reconciliations, and budget forecasts.
- Monitor fund releases, payments, and financial transactions related to the project.
- Support internal and external audit processes and ensure timely provision of required records.
- Maintain proper financial documentation, filing systems, and record management.
- Assist project management in financial analysis and cost control measures.

- Manage administrative affairs of the project office, including office operations, logistics, inventory, correspondence, and maintenance of office assets.
- Provide administrative support for meetings, workshops, trainings, travel arrangements, and other project-related activities.
- Maintain administrative records related to office management, attendance, leave, and staff coordination.
- Assist in contract management, including maintenance of contracts, agreements, work orders, payment schedules, and monitoring compliance with contractual obligations.
- Coordinate with vendors, consultants, and service providers regarding administrative and contractual matters.
- Ensure proper documentation and record keeping of procurement, administrative, and contractual activities.
- Perform any other task assigned by the competent authority.

Qualifications & Experience

- Minimum 16 years of education in Finance or Accounting (MBA Finance, CA, ACMA, M. Com or equivalent qualification).
- Minimum 5 years of verifiable relevant experience and must have at least 3 years of public sector experience.

Skills Required

- Strong knowledge of Government financial rules, budgeting procedures, and accounting practices.
- Sound understanding of public sector administrative procedures and office management.
- Knowledge of procurement procedures, contract management, and PPRA rules/regulations.
- Ability to prepare financial reports, budget estimates, reconciliations, and audit-related documentation.
- Proficiency in MS Office, particularly MS Excel, Word, and financial reporting tools.
- Strong record management, documentation, and filing skills.
- Good analytical, organizational, and problem-solving abilities.
- Effective communication, coordination, and interpersonal skills.
- Ability to manage multiple assignments and work under strict timelines.
- Knowledge of inventory management, logistics coordination, and vendor management.
- Ability to maintain confidentiality and ensure compliance with official procedures and regulations.
- Strong drafting and correspondence skills for official communication and reporting

6. District Coordinators (13 Positions)

- Location: CEO (DEA) Offices across selected districts
- Scale: PPS-7

Role Summary

District Coordinators will oversee and support project implementation at the district level, ensuring alignment with provincial directives.

Key Responsibilities

- Coordinate with Tehsil Coordinators and district education officials.
- Monitor school-level interventions and collect implementation data.
- Submit regular progress updates and flag operational challenges.
- Organize training, awareness, and review sessions in the district.
- Remove any bottleneck at the district level.

Qualifications & Experience

- Minimum 16 years of Education in Management Science, Public Administration, Social Science, Health Sciences, Humanities, or equivalent.
- Minimum 2 years of verifiable relevant experience.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and other IT tools essential for data management, reporting, and communication.

Skills Required

- Strong interpersonal and communication skills.
- Willingness to travel within the district regularly.
- Ability to work with district officials and manage field teams.
- Good command of data reporting tools (Excel, email, etc.)

7. Tehsil Coordinators (28 Positions)

- Location: To be based at Office of Concerned Deputy DEO of DEA across Project Districts
- Scale: PPS-6

Role Summary

Tehsil Coordinators will serve as frontline implementation support officers, working closely with schools to ensure delivery of education initiatives.

Key Responsibilities

- Visit schools to monitor implementation of assigned interventions.
- Provide logistical support for field activities.
- Collect, verify, and report data to District Coordinators.
- Facilitate communication between schools and the district office.

Qualifications & Experience

- Minimum 16 years of Education in Management Science, Public Administration, Social Science, Health Sciences, Humanities, or equivalent.
- Minimum 2 years of verifiable relevant experience.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and other IT tools essential for data management, reporting, and communication.

Skills Required

- Willingness to travel within the tehsil regularly.
- Basic data collection and reporting skills.
- Strong interpersonal and coordination abilities.

8. Complaint Handling Agent (01 Positions)

- Location: SMU-SED- , Lahore
- Scale: PPS-6

Role Summary

To receive, record, process, and follow up on operational complaints and queries arising from the field under the Chief Minister Punjab School Meal Program, including issues related to stock delivery, inventory discrepancies, damaged or missing supplies, data uploading problems, incorrect data entries, system-related errors, and other implementation challenges, ensuring timely resolution, accurate documentation, and effective coordination with relevant stakeholders.

Key Responsibilities

- Receive, register, and track complaints from field teams, schools, and stakeholders regarding stock deliveries, inventory discrepancies, damaged or missing supplies, data uploading issues, incorrect entries, and system-related errors.
- Coordinate with district teams, vendors, warehouses, and IT support staff to investigate complaints, ensure timely resolution, and escalate unresolved issues to the appropriate authority.
- Maintain complaint records and databases, monitor resolution timelines, and prepare periodic reports highlighting complaint trends, recurring issues, and corrective actions taken.

Qualifications & Experience

- Minimum 16 years of education in , Social Sciences, Sciences, Information Technology, Management, or a related field.
- At least 1year of experience in complaint handling, customer support, data management, or program operations.
- Experience with helpline operations, MIS systems, or development projects will be preferred. Minimum 2 years of verifiable relevant experience.

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and other IT tools essential for data management, reporting, and communication.

Skills Required

- Strong communication and interpersonal skills for handling complaints professionally and courteously.
- Ability to listen actively, understand issues, and accurately record complaint details.
- Good problem-solving and follow-up skills to ensure timely resolution of complaints.
- Proficiency in MS Office and data entry applications.
- Strong organizational and record-keeping skills.
- Attention to detail to identify and report discrepancies in stock, delivery, and data records.
- Ability to coordinate effectively with field teams, vendors, and relevant stakeholders.

Office Boys (01 Positions)

- Location: SMU-SED- , Lahore
- Scale: PPS-3