

Project Lead – Terms of Reference

PURPOSE

This role will be responsible for the overall management, delivery, and impact measurement of the project **Shared Memories, Shared Futures: Reinventing Memorialization in the Western Balkans** (mid-November 2025 - end of July 2026) funded by the Foreign, Commonwealth and Development Office (FCDO). The Project Lead will ensure that the project is implemented effectively, meeting all objectives, timelines, and reporting requirements in line with donor and British Council standards.

Based in Bosnia and Herzegovina, the Project Lead will oversee activities across BiH, Croatia, Kosovo, Montenegro, and Serbia, ensuring consistency, quality, and strategic alignment across all participating countries. The role will involve coordination with local partners (CSOs), stakeholders, and cultural institutions, management of budgets and resources, and supervision of project staff and consultants where applicable.

CONTEXT

The British Council will implement FCDO funded project Shared Memories, Shared Futures: Reinventing Memorialization in the Western Balkans, between mid-November 2025 and end of July 2026. The project seeks to address the persistent challenge of limited and non-inclusive memorialization of the conflicts in the post-Yugoslav region, which continues to hinder progress towards genuine reconciliation in the Western Balkans. Existing practices of remembrance are often fragmented, contested, or exclusive/mono-ethnic, leaving little space for shared narratives or mutual understanding. To respond to this challenge, the project will support local and regional organisations in reimagining and implementing more inclusive memorialization practices. This will be achieved through three main approaches:

- capacity building – strengthening the skills, knowledge, and resources of organisations to design and deliver innovative and impactful memorialization initiatives;
- direct support through grants – enabling organisations to develop and implement concrete projects that promote humanisation, inclusiveness, and creativity in remembrance practices, with particular focus on hearos and positive stories of interethnic cooperation during the wars, inclusion of themes relating to women and marginalised groups, where appropriate;
- dialogue and reflection platforms – creating opportunities for stakeholders across the region to assess the contribution of memorialization to reconciliation to date, exchange experiences, and collectively shape future directions.

MAIN ACCOUNTABILITIES

Project Management and Delivery

- Lead the overall planning, coordination, and implementation of project activities across Bosnia and Herzegovina, Croatia, Kosovo, Montenegro, and Serbia.
- Ensure delivery of outputs in line with the project's objectives, timelines, and FCDO and British Council standards.
- Oversee day-to-day operations, including budget management, grant management, risk management, etc.
- Manage and lead project team
- Coordinate contributions from national partners, consultants, and country teams to maintain quality and coherence across all locations.

Stakeholder Engagement and Partnership Management

- Build and maintain effective relationships with key stakeholders, including cultural institutions, NGOs, academics, youth groups, and governmental bodies.
- Represent the British Council and the project in external meetings, events, and networks related to reconciliation, memory, and cultural cooperation.
- Facilitate collaboration and knowledge exchange among partners across the Western Balkans.

Strategic Oversight and Quality Assurance

- Ensure the project's design and delivery are aligned with the broader British Council and FCDO strategic objectives for the Western Balkans.
- Maintain a focus on inclusivity, diversity, and intercultural dialogue in all project activities.
- Oversee quality assurance of project outputs, communications, and learning materials.

Monitoring, Evaluation, and Learning (MEL)

- Oversee the development of results framework to track progress and measure the project's outcomes and impact.
- Coordinate the collection and analysis of qualitative and quantitative data to inform adaptive management and donor reporting.
- Capture lessons learned and best practices to inform future programming in reconciliation and memorialization.

Communication and Visibility

- Oversee the project's communication strategy to ensure consistent messaging and effective visibility across countries.
- Work with communications teams to produce high-quality content (press releases, reports, social media posts) that highlight the project's impact.

Reporting and Compliance

- Ensure timely and accurate financial and narrative reporting to the British Council and FCDO.
- Monitor compliance with donor regulations, safeguarding, and equality, diversity, and inclusion (EDI) standards.
- Manage project documentation and knowledge sharing within and across country teams.

SPECIFIC KNOWLEDGE AND EXPERIENCE

- Experience managing donor-funded programs (preferably FCDO, EU, UN, or similar), including budget oversight, reporting, compliance, and results-based management, ensuring accountability and transparency in delivery
- Proven experience managing complex projects in the fields of reconciliation and peacebuilding within the Western Balkans context
- Extensive understanding of transitional justice principles - including truth-seeking, reparations, institutional reform, and memorialization - and their relevance to post-conflict reconciliation in the Western Balkans
- Practical experience in conflict-sensitive project design and implementation, with a clear understanding of how to navigate political, cultural, and historical complexities in post-conflict settings
- Demonstrated experience working with diverse stakeholders - including civil society organizations, cultural institutions, academic bodies, local authorities, and donor agencies - to promote dialogue and collaboration on sensitive issues.
- Proven ability to lead monitoring, evaluation, and learning (MEL) processes that measure social impact, behavioural change, and public engagement in reconciliation initiatives.
- Excellent communication, facilitation, and representation skills, with the ability to engage sensitively and constructively in discussions on sensitive issues.
- Sound understanding of the social, political, and cultural dynamics of the Western Balkans region, particularly in relation to issues of identity, memory, and inter-ethnic relations.

Desirable

Experience in managing memorialisation projects

EDUCATION AND LANGUAGE REQUIREMENTS

- University Degree
- Fluency in Bosnian/Serbian/Croatian language is essential
- C1 English

ADDITIONAL REQUIREMENTS

Background Checks

Initial and continuing engagement with the British Council is subject to a regular background check. The assignment undertaken defines the nature of check(s) and assessment applied.

Travel

Role could require domestic and international travel, particularly across Western Balkans, as required, and some out of hours and evening work responding to or driven by programme needs.

DURATION OF ASSIGNMENT

The Project Lead is expected to work up to 180 working days from mid-November 2025 - end of July 2026

EQUALITY, DIVERSITY, AND INCLUSION STATEMENT

The British Council is committed to policies and practices of equality, diversity and inclusion across everything we do, and we are encouraging applicants from underrepresented groups to apply. The British Council is committed to safeguarding children, young people and adults who we work with.

PRIVACY POLICY

The British Council is committed to maintaining the confidentiality of personal information and undertakes not to divulge any of the applicants' personal information to any third party without the prior consent of the applicant. Please see our [Privacy policy](#) for more details.

SUBMISSION

Interested candidates are invited to submit their CVs in English to the following e-mail address: amila.karavdic@britishcouncil.org, latest by 22 October (17.00h, CET time), with e-mail subject in the following form: "Application for Project Lead – Consultant name". In addition to the CV, please do send a brief cover letter highlighting your competences in one or more areas of expertise relevant to the project assignment.

DISCLAIMER

Issuing this Call for Consultants does not commit the British Council to engage with any applicant. Only shortlisted applicants will be contacted.