

TERMS OF REFERENCE

Project Coordination Associate

Background

Digitalization is increasingly becoming the backbone of any and all functional restructuring in the public sector, an objective driver of change management and a precondition for transformative development. Going digital, being a horizontal measure, is also accelerating the attainment of Sustainable Development Goals (SDGs). While it directly falls under SDG 16, e-governance is contributing to building stronger institutions – effective, accountable and transparent – at all levels.

The Government of Serbia, elected in June 2017, has heavily prioritized digital transformation of the national economy and state administration. The Prime Minister's Keynote Address before the Parliament stressed digitalization and education as the most important catalysts of innovations, competitiveness and growth for Serbia in the coming years. It also stressed the need for a rapid digitalization of public administration and provision of integrated, secure and citizen-focused electronic services. This political support has materialized in August 2017, when the new Government formed the Office for IT and e-Government (OITeG) and appointed the Prime Minister as head of the Council for Innovative Entrepreneurship and Information Technologies (IT Council).

In addition, the Government of Serbia has requested assistance of the World Bank in supporting the reform efforts, through a loan. To this effect, the World Bank has initiated the development of the Enabling Digital Governance Project (EDGE).

Objectives of the Project

The project, aims at contributing to development of the digitalization in Serbia, through implementation of the following components:

Component 1: Foundations for Digital Service Delivery

The objective of this component is to establish the necessary cross-cutting foundations to support the use of ICTs in the provision of public services to citizens, and businesses, including inter alia, regulations, standards, and digital infrastructure.

Component 2. Transforming Services for Citizens and Businesses

The objective of this component is to support re-engineering, digitalization, and piloting of selected administrative e-services. It will support improvements in back-office processes to reduce administrative burdens and increase efficiency of administrative service delivery to citizens and businesses.

Component 3. Change Management and Institutional Strengthening

Activities under this component will focus on transforming the provision of administrative services to citizens and businesses, which will result in the change of the way public servants do their work as well as the way citizens and businesses interact with the administration. The key result of this component is enhanced capacity for project management and institutional coordination to achieve project results. This component will include strategies to help all understand, commit and implement change.

For the purposes of effectively managing and coordinating EDGe and future projects with IFI financing, the Project Implementation Unit (PIU) has been founded at the OITeG.

Scope of Work – Project Coordination Associate

The scope of work of the Project Coordination Associate shall include, but not be limited to the following:

- Supporting beneficiary's implementation teams and relevant governmental stakeholders in planning and development of the Project activities;
- Reviewing and providing inputs on activities' specifications with incorporation of the determined costs into budget planning. Providing analysis of the proposed activities in terms of their alignment with ongoing initiatives and projects governed by the OITEG and relevant stakeholders;
- Operational support of the processes governed by the CFU and provision of administrative assistance in drafting of technical parts of procurement documents;
- Tracking progress and monitoring of the developments under ongoing contracts and activities, both infrastructural and institutional. Providing relevant inputs to the activities' schedules and timelines, reporting on activity progress to internal and external stakeholders;
- Provision of Contract Management services for contracted activities. Tracking deliverables and regular updating of deliverables' schedules under assigned contracts. Supporting collection of documentation relevant to payments against deliverables;
- Close collaboration with the M&E (Monitoring & Evaluation) Consultant in collection and analysis of the data relevant for the timely preparation of predefined reports, for tracking Project Development Objectives (PDO) and Intermediate results, defined by the Loan Agreement (<http://documents1.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf>). Enabling presentation of the PDO status to the OITEG management, for ensuring adequate actions aiming operational improvements leading to the achievement of Project goals.
- Preparing weekly reports for the Project Manager, summarizing key issues, emerging and day-to-day tasks undertaken;
- Preparing ad hoc and predefined reports and documents when so required by the project.

Reporting requirements

The Consultant will report to the Project Manager.

Profile of the Project Coordination Associate

The Project Coordination Associate should possess:

- University degree in business administration, economics or similar relevant field;
- At least 10 years of general work experience;
- At least 5 years of professional experience in coordination roles in contract implementation of infrastructural and institutional solutions. Preferably within the public sector and in the field of digitalization. Thereof, at least 2 years of professional experience in management reporting regarding the implementation of mentioned contracts;
- Demonstrated knowledge of e-Government legal framework;
- Experience in working on projects funded by international donors;
- Knowledge of computer, office software and web-based applications use;

- Ability to function within a team, deliver when working under pressure and within changing circumstances;
- Strong writing/reporting and presentation skills;
- Strong interpersonal, networking and team building skills.
- Excellent knowledge of written and spoken Serbian and English.

Length of assignment

The Consultant shall provide full time services for the life of the project, i.e. until June 30, 2024, with a probationary period of six (6) months.

The Consultant shall not have other full or part-time assignment during the engagement under this contract.

Facilities to be provided to the Consultant

OITEG will provide the Consultant with suitable office space and office equipment (PC, telephone, internet connection, etc.) and access to office services as required.

Confidentiality

The Consultant undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

Selection of Consultant

A Consultant will be selected in accordance with the Open Selection of Individual Consultants as set out in the Regulations.

The evaluation criteria for this assignment are:

- Specific Experience relevant to the Assignment (60) Points
- Qualifications and Competence relevant to the Assignment (40) Points