

TERMS OF REFERENCE

OPERATIONS DIRECTOR

FOR THE EXPORT PROMOTION OFFICE UNDER THE MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE OF UKRAINE (MEDT)

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| ToR Date of Issuance: | April 17, 2018 |
| Due Date for Applications: | May 4, 2018 |

PRSM is committed to providing equal employment opportunity without regard to race, color, religion, gender, sexual orientation, national or ethnic origin, age, disability or status as a veteran with respect to policies, programs and activities.

Background

The **Professionals for Reform Support Mechanism (PRSM)** provides human resource support – from managers to technical experts - to critical reform initiatives undertaken by national governmental agencies. PRSM is a multi-donor platform, which improves coordination of donor efforts for greater impact and avoids overlap of donor funding. It does not support routine work of the Government of Ukraine that is normally managed by the civil service. To do this, PRSM:

- **Selects initiatives** based on clearly defined links to reform initiatives;
- Ensures transparent **recruitment** of human resources;
- Manages the **contracting** and payment of human resources;
- Provides financial **reports** for donors;
- **Monitors** initiatives for results.

Reform Initiative

The Ministry of Economic Development and Trade of Ukraine (MEDT) is active in establishing infrastructure for development of trade and exports, reacting to critical needs of Ukrainian exports and economic decline over last years. For this, the MEDT is developing the Export Promotion Office (EPO), which is the donor-funded project body in a form of advisory-consultative body to the MEDT. It has the mandate to serve Ukrainian companies (both existing and potential exporters) to improve their export performance, ensure export readiness and strengthening positions of Ukrainian producers globally.

The Export Promotion Office is the dynamic team of dedicated professionals which currently expands its team to strengthen existing and develop new streams of work. Specifically, the EPO is involved in the following export services areas:

- Market intelligence and export information;
- Export education;
- Export consulting and sourcing;

- Council of Exporters;
- Trade missions abroad and incoming buyers' missions;
- Business events and opportunities for exporters;
- Marketing and promotion;
- Business opportunities and matchmaking for exporters.

Additionally, the EPO manages special programs and projects for the exporters, including:

- *Export education program* for general, advanced and professional exporters;
- *She Exports platform* for better access of women owned business, women entrepreneurs and women employees to relevant information, inspiration, resources and networking locally and internationally to fully utilize its potential and increase its personal, business and exports performance.

Position Summary

Operations Director will coordinate EPO team work.

Preferred Qualifications and Skills:

- Master degree in Business Administration, Economic or other related fields;
- Experience in corporate sector (sales, marketing) professional services (research, legal, consulting) over 10 years;
- Strong leadership and project management skills;
- Experience in managing staff and project teams;
- Track record of completed projects in business, government or NGO sectors;
- Ability to set goals, unite a team around the goals and achieve the goals in set deadlines;
- Good communication and presentation skills;
- Fluent English and Ukrainian.

Indicative duties and responsibilities:

- Support EPO team leader in planning and reporting on EPO work;
- Support EPO team leader in formal representing EPO in relations with government, sponsors, public and private sector stakeholders;
- Support EPO team leader in developing relations with regional partners. Identify SoW with regional partners and ways to formalize cooperation;
- Present on behalf of EPO its vision, work and activities to the public (when required);
- Coordinate development and implementation of EPO Logic Model, work plan;
- Follow EPO KPIs and intervene to ensure KPIs are reached;
- Support EPO units and unit leads in developing their respective work plans;
- Support EPO units in aligning their work flow to ensure efficient service provision to exporters;
- Support EPO in efficient functioning of CRM;
- Manage development of EPO presentations and reports;
- Conduct donor coordination (develop list of existing and prospective partners; identify political and operational liaisons for EPO; develop and manage relations to attract additional resources to EPO and MEDT's efforts on export promotion).

HUMAN RESOURCE SUPPORT FOR CRITICAL REFORM INITIATIVES

Contract Duration and Timing:

Full time position based in Kyiv. The total duration of the consultancy is expected to be 6 months with possible extension.

To apply:

Submissions must be prepared in English and delivered electronically **by 17:00 Kyiv time on May 4, 2018** to the following address: prsm@fsr.org.ua. We do not welcome unsolicited phone calls.

All submissions must include:

- 1) Applicant's CV (in English);
- 2) Applicant's brief letter of interest indicated related experience and achievements (in English).

Please ensure to state **Operations Director** in the e-mail subject line.

Applications received after the indicated deadline or without letter of interest will not be reviewed and considered.

Shortlisted candidates will be contacted after May 8, 2018.