

TERMS OF REFERENCE

EXPERT IN ADMINISTRATIVE SERVICES PROVISION

**FOR THE ADMINISTRATIVE SERVICE REFORM OFFICE UNDER THE MINISTRY OF ECONOMIC DEVELOPMENT
AND TRADE OF UKRAINE (MEDT)**

ToR Date of Issuance:	March 30, 2018
Due Date for Applications:	April 13, 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 administrative services reform is owned by the Ministry of Economic Development and Trade of Ukraine (MEDT) and sponsored by the EDGE (Expert Deployment for Governance and Economic Growth Project – responsive initiative designed to resolve some of the most pressing issues in governance reform and development in Ukraine) to deliver on Strategy 2020 focus on decentralization and public administration.

The MEDT and the EDGE had agreed to establish an Administrative Services Reform Office (ASO) that acts as an independent donor-funded non-government office with mandate from the MEDT to coordinate and support the administrative services reform and cover three sectors:

- Administrative services and procedures;
- Administrative Services Centers (ASCs);
- E-services.

The ASO has the task from the MEDT to re-engineer most popular administrative services. Administrative procedures and approaches in providing such services are inefficient, not transparent, not client oriented and impose excessive administrative burden for citizens and businesses.

Position Summary:

Expert in Administrative Services Provision will be responsible for capacity building of selected regions and ASCs, processes optimization and quality of services delivery.

Preferred Qualifications and Skills:

- Master degree in Public Administration, Economic, Law and other related fields;
- Experience in Administrative Service area at least 3 years and Administrative Service Center functioning;
- Strong analytical skills, business process mapping and optimization;
- Knowledge of regulation (legal, sublegal) in Administrative Service Center;
- Knowledge of IT-systems in Administrative Service Center;
- Skills in information, technical cards creation for Administrative Service Center;
- Fluent in English and Ukrainian.

Indicative duties and responsibilities:

- Capacity building of selected regions, ASCs;
- Administrative services delivery process optimization;
- Expanding range of administrative services at the ASCs;
- Participation in conferences, meetings, seminars, working groups;
- Interaction with public authorities, non-governmental organizations and other projects of international technical assistance.

Contract Duration and Timing:

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

To apply:

Submissions must be prepared in English and delivered electronically **by 17:00 Kyiv time on April 13, 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 **Expert in Administrative Services Provision** 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 April 17, 2018.