

**TERMS OF REFERENCE**

**SECTOR LEAD OF THE ADMINISTRATIVE SERVICE CENTERS**

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

ToR Date of Issuance:	<b>December 26, 2018</b>
Due Date for Applications:	<b>January 11, 2019</b>

*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.

The ASO has the task from the MEDT to support development of Administrative Service Centers as citizen-centric and efficient institution.

**Position Summary**

**Sector Lead of the Administrative Service Centers** will be responsible for:

- Coordination Centers network development with Mineconomy, donor projects, municipalities;
- Planning and leading the work of the Sector team;
- Implementation of the service quality standard at ASCs and introduction of service satisfaction measurements;
- Effective organizational structures and processes identification, implementation.

**Preferred Qualifications and Skills:**

- Master's degree in Public Administration (or equivalent);
- Managerial experience at least 3 years;
- Analytical skills, especially process analysis;
- Knowledge of regulation (legal, sublegal) in Administrative Service;
- Experience in trainings' development and conducting;
- Public Speaking skills;
- Fluent in Ukrainian.

**Indicative Duties and Responsibilities:**

- Capacity building of selected Centers/cities/regions: implement managerial, IT, process solutions to reduce time and increase customer satisfaction;
- Develop and conduct administrators and centers managers training in 5-7 priority areas;
- Administrative services delivery process optimization;
- Expanding range of administrative services at the ASCs.

**Contract Duration and Timing**

The total duration of the consultancy is expected to be 6 months with possible extension. Office based in Kyiv. For contracting, a candidate should be able to register Private Entrepreneur of the 3d group.

**To apply**

Submissions must be prepared in English and delivered electronically **by 17:00 Kyiv time on January 11, 2019** to the following address: [prsm@fsr.org.ua](mailto:prsm@fsr.org.ua). We do not welcome unsolicited phone calls.

**All submissions must include:**

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

Please ensure to state **Sector Lead of the Administrative Service Centers** 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 January 15, 2019.*