

HUMAN RESOURCE SUPPORT FOR CRITICAL REFORM INITIATIVES

TERMS OF REFERENCE SECTOR LEAD IN ADMINISTRATIVE SERVICES CENTERS OF ADMINISTRATIVE SERVICES REFORM OFFICE

ToR Date of Issuance:	October 7, 2016
Due Date for Applications:	October 21, 2016 at 17:00

1. Purpose of the Reform Initiative

Within the framework of reforms under the Strategy 2020, the National Reforms Council and line Ministries are working on implementation of deregulation, decentralization and public administration reforms. These reforms are covering the reform of administrative services (AS). Key stakeholders of the administrative services reform include the Ministry of Economic Development and Trade (MEDT - the leading Ministry), Ministry of Justice, Ministry of Regional Development, Construction and Housing, Verkhovna Rada, State Agency for E-Governance, others.

MEDT and EDGE (the Expert Deployment for Governance and Economic Growth Project is a responsive initiative designed to resolve some of the most pressing issues in governance reform and development in Ukraine) have agreed to establish an Administrative Services Office (ASO) that will act as an independent donor-funded non-government office with certain mandate from the MEDT to coordinate and support the administrative services reform conducted by numerous stakeholders. The office will be supervised by the Steering Committee to plan, implement, communicate and coordinate multiple stakeholders of the administrative services reform. Based on the reform framework, it is planned that ASO will cover three sectors:

- 1. Administrative services and procedures**
- 2. Administrative Services Centers (ASCs)**
- 3. E-services**

2. Scope of work

The incumbent will be reporting to the Team Leader and will be responsible for creating the ASCs sector agenda, especially in service delivery and operational efficiency. Indicative work may include the following:

Management

- Developing the sector's reform agenda and work planning
- Supervising staff

Operations

- Development of in-depth ASCs need assessment
- Managing stakeholder coordination platform to create common agenda and align efforts
- Developing and delivering ASCs capacity building campaign
- Contributing to legal and functional improvements in the sector

3. Qualifications and Experience

The incumbent is expected to have the following qualifications:

- Ability to Lead a project in donor-funded, business or public areas
- At least 7 years of experience in retail operations, project management, business and public administration, IT or other related areas
- Well-developed contacts among government, donor and expert circles is an asset

4. Duration, timing, and location

The total duration of the consultancy is expected to be 12 months, with possible extension for another 12 months. The expert will report to the Steering Committee comprising of representatives of MEDT, EDGE and other. The workplace will be in the premises of the Ministry of Economic Development and Trade of Ukraine.

5. Submissions

The candidate should be registered as a private entrepreneur (or will be registered before signing the employment agreement). Submissions must be prepared in English and delivered electronically by 17:00 Kyiv time on October 21, 2016 to the following address: prsm@fsr.org.ua. All submissions must include:

- 1) A summary (max. 2 pages) of the applicant's expertise and experience (in English) that explains how the candidate meets the criteria listed above;
- 2) Applicant's CV (in English);
- 3) Three names of referees;
- 4) *Proof of previous experience – only for shortlisted candidates.*