

TERM OF REFERENCE (ToR) Operations Assistant

GENERAL INFORMATION

Services/Work Description: Administrative and Logistics support to BOS project under OMT
Project/Program Title: UN Resident Coordinator's Office
Post Title: Operations Assistant
Contract Type: Individual Consultant
Duty Station: Kingston
Duration: 70 working days – 3 months
Expected Start Date: 5 March 2018

I. BACKGROUND / PROJECT DESCRIPTION

Within the framework of Delivery as One (DaO), the Operations Management Team (OMT), under the leadership of the United Nations Country team (UNCT) of Jamaica has committed to the development and adoption of the UNDG Business Operation Strategy (BOS), which aims at harmonizing the operations of all UN agencies in Jamaica with the aim of achieving effectiveness and efficiency of operations, and programme delivery.

Within this context, an expert consultant has been engaged to contribute to the overall design and development of the BOS (2018-2020) and provide project support for the initial period of three months. The terms of reference of the consultant will include a combination of desk-work including research, meetings as well as in personal collaboration with people from different UN Agencies operating in Jamaica. This role will support the review and refining of concepts and ideas put forward by BOS Committee, the OMT as well as the various UN agencies, funds, programmes and specialized agencies in scope of this engagement.

Within this framework an operations assistance personnel is required to provide support services to the consultant in the delivery of the assigned tasks and work objectives

II. SCOPE OF THE WORK

Under supervision of the OMT chairs and BOS consultant, the assistant will:

- Provide administrative and logistics support for all consultation and processes for a pre-BOS retreat and provide technical, (meeting/discussion) facilitation, required by the OMT for the development of the operations feasibility/prioritization report and facilitation toward the development of the BOS.

- Assist with the preparation of the draft agenda for the retreat according to the retreat objectives and UNCT expectations and requirements.
- Provide support and assistance in the gathering of the outcomes of the retreat for the preparation of the Business Operations Strategy document.

Assist in the research of challenges and lessons learnt during the last UNMSDF/OMT cycle on both program and operations for analysis and review by the consultant

- Collect, analyze and present additional operational data in collaboration with OMT and RCO from UN agencies in Jamaica
- Collect information on UN agencies' programme implementation and workplan documents for consolidation and presentation of linkages with workplans and deliverables defined under the UNMSDF
- Assist in the collection of data and information on key operations and back-office support needed for the implementation of the UNMSDF
- Provide common services administrative support consequent to implementation of BOS where necessary

III. DUTY STATION

Kingston, Jamaica.

IV. DURATION OF THE WORK

The Operations Assistant will be engaged for a period of 3 months. An extension may be granted if required

V. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL

a. Academic Qualifications:

- Post-secondary education with a certificate in Business Administration, finance or related field

b. Years of experience:

- Minimum of 3 years of experience in the administration, procurement, logistics or operations having quantitative analysis background.
- Experience with international agencies and/or UN agencies.

c. Language and other skills:

- Excellent knowledge of English (written / verbal communication) including the ability to set out a coherent argument in presentations and group interactions;

- Computer skills (Microsoft office skills, word, excel , power point etc)

d. Competencies:

- Professionalism: Knowledge and skills to deliver the task and assignments required for the effective and efficient delivery of this TOR
- Planning and Organizing: To meet defined goals consistent with tasks and work assignments. Allocates appropriate time for completing work and uses time effectively;
- Accountability: Takes ownership of responsibilities and respect commitments. Delivers assigned tasks within prescribed time.
- Operates in compliance with organizational regulations and rules. Takes personal responsibility for his/her shortcomings

VI. EXPECTED OUTPUTS AND DELIVERABLES

DELIVERABLES	Level of Effort (Days)	Payment Percentage
Deliverables 1 to 3: Submission of Monthly Report indicating services provided	30 days per month	33.3% per month
Total	90 days	100%

VII. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC

The consultant will be supervised by the OMT Chairs. He/she will report to the OMT Chair who is responsible to approve and accept outputs and performance on behalf of the OMT with guidance from the BOS Committee. During the contract period, the contractor is expected to interact with the OMT various working groups (the PMT, the M&E Team, etc.) and specific UN agencies where necessary.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified individual consultants are expected to submit both the Technical and Financial Proposals. Accordingly, individual consultants will be evaluated based on Cumulative Analysis as per the following scenario:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:
 - a. Technical Criteria weight is 70%
 - b. Financial Criteria weight is 30%

Evaluation Criteria:-

Criteria	Weight	Max. Point
Technical Competence (based on CV and technical proposal)	70%	100
<ul style="list-style-type: none"> • Post-secondary education with a certificate in Business Administration, finance or related field 		25
<ul style="list-style-type: none"> • Minimum of 3 years of experience in the administration, procurement, logistics or operations having quantitative analysis background. 		25
<ul style="list-style-type: none"> • Experience with international agencies and/or UN agencies. 		10
<ul style="list-style-type: none"> • Quality of Technical Proposal – feasibility, clarity, etc 		10
Financial (Lower Offer/Offer*100)	30%	30
Total Score	Technical Score 70% + Financial Score * 30%	

IX. APPLICATION PROCEDURE

Qualified and interested candidates are requested to apply no later than 1 March, 2018.

Please submit the following to procurement.jamaica@undp.org to demonstrate your interest and qualifications by explaining why you are the most suitable for the work:

- Cover letter explaining why you are the most suitable candidate for the advertised position.
- Completed P11 form (Personal History Form) including past experience in similar projects and contact details of referees. A resume/CV should also be included.
- **Technical Proposal** – No more than a one-page document outlining the proposed methodology for undertaking the consultancy based on his/her understanding of the TOR.

Please do NOT include any information relating to the financial proposal in the Technical Proposal as this will result in your submission being disqualified.

- **Financial Proposal** – specifying a total lump sum amount for the tasks specified in this announcement. The financial proposal shall include a breakdown of this lump sum amount (number of anticipated working days and any other costs such as per diems, travel and incidental expenditures). This financial proposal should cover all costs to complete the consultancy.