



Terms of Reference

Database Manager, on an IC modality, for Technical Cooperation Project in Saudi Arabia

*Requesting Office: OHCHR MENA Regional Office - Technical Cooperation Project in Riyadh,
Saudi Arabia.*

1. Background

The OHCHR is in the process of strengthening its reporting on Human Rights situation in Saudi Arabia. To support this work, the service of a database manager is required. The database manager will work closely with the Saudi Human Rights Commission to establish a database and provide support to OHCHR – Technical Cooperation Project in Saudi Arabia and the Saudi Human Rights Commission, their local partner in the country, through accurate management of information on Human Rights. The database manager will ensure sustainability of the work through adequate training of Human Rights database entry for the Saudi Human Rights Commission staff members.

2. Main tasks of the assignment

The incumbent of the position will oversee the day-to-day operation of the Database, the interaction with the systems integrator, and the escalation and management of risks and progress, in addition to leading the Database Team. The Database Manager will be responsible for the following duties:

- Leads transformational ICT programs throughout the Saudi Human Rights Commission and ensures a unified approach to harmonizing database activities;
- Develop a human rights database system for the Saudi Human Rights Commission
- Directs and manages the day-to-day operations of Database Project;
- Manages contracts with system integration software vendors;
- Oversees all project activities - design; build; test and deployment activities, including business readiness, system cut-over processes and post-production user support;
- Provides leadership to the development of innovative change management programs;
- Formulates and implements the substantive work of the project, determining priorities, and allocating resources for the completion of outputs and their timely delivery;
- Provides leadership towards the development of innovative database support and enables the core work of the Saudi Human Rights Commission in all areas of human rights
- Oversight and direction of the information security and disaster recovery of the database of Saudi Human Rights Commission;
- Oversees the management of activities undertaken by the Database team, ensuring that the activities are carried out in a timely fashion and co-ordinates work in the different areas both within the stakeholders as well as with partners;
- Co-ordinates and oversees the preparation of reports for presentation;

- Ensures that the outputs produced by the Database maintain high-quality standards; that reports are clear, objective and based on comprehensive data. Ensures that all outputs produced by the office/division under his supervision meet required standards before completion to ensure they comply with the relevant mandates;
- Undertakes or oversees the project tasks necessary for the functioning of the Dataset , including preparation of Human Rights indicators, assigning and monitoring of performance parameters and critical indicators;
- Guides, develops and trains staff under his supervision; foster teamwork and communication among staff in the office/Division and across organizational boundaries;
- Chairs meetings, seminars, etc., on Database related issues;
- Provide substantive support in the implementation of the geospatial information management initiative;
- Takes responsibility for the timely preparation, maintenance and provision of geospatial information and maps in support of the Commission operations;
- Coordinates the collection, processing, evaluation and dissemination of geospatial data including vector, raster and thematic data;
- Designs, implements and maintains the geospatial database system as well as other geospatial information systems (GIS) and associated services, ensuring appropriate data security and access controls;
- Performs other related duties as requested by the senior management of the Commission.

3. Estimated Duration:

A 3-month contract covering the period of the project. The expected starting date is preferred to be 15 October 2019 – 15 January 2020. The expected working days is of 65 working days over the period.

4. Competencies

Professionalism: Ability to manage large Database globally. Ability to effectively implement IT solutions with a focus on improving operations, enabling transformation and leading the management of information and resources. Ability to identify service requirements and establishing effective service delivery and support, identify industry benchmarks for performance, enhance service and performance management and lead a program transformation. Ability to produce reports and papers on technical issues, as well as to review and edit the work of others. Ability to identify key strategic issues and use sound judgment in applying expertise to solve a wide range of problems. Strong conceptual, analytical and research skills. Ability to work under pressure, in meeting commitments and observing deadlines and achieving results. Is motivated by professional rather than personal concerns; Shows persistence when faced with difficult problems or challenges; Remain calm in stressful situations.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.



Accountability: Takes ownership of all responsibilities and honors commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Leadership: Serves as a role model that other people want to follow: Empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvements; does not accept the status quo; shows the courage to take unpopular stands. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.

Judgment /Decision-making: Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organization; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

5. Education

Master degree or equivalent. A combination of a bachelor with additional years of relevant experience may be considered.

6. Work Experience

At least 5 years of directly relevant experience in the provision of global ICT in an international organization is required. Experience in implementing large scale enterprise systems and complex business transformation projects (ASP.net and SQL server systems). Experience in the area of strategic management concepts, change management, enterprise architecture framework, relevant technology platforms, and project management framework and methodologies is desirable. Experience in the application of implementation methodology framework is required. Experience in directing and managing business process improvement and re-engineering techniques is desirable.

7. Languages

For the post advertised, fluency in Arabic and English is required.

8. Criteria for Evaluation of Level of Technical Compliance of Individual Contractor

Technical Evaluation Criteria	Obtainable Score
Master degree or equivalent. A combination of a bachelor with additional years of relevant experience may be considered.	10
At least 5 years of directly relevant experience in the provision of global ICT in an international organization is required.	25
Experience in implementing large scale enterprise systems and complex business transformation projects (ASP.net and SQL server systems).	20
Experience in the area of strategic management concepts, change management, enterprise architecture framework, relevant technology platforms, and project management framework and methodologies is desirable	20
Experience in the application of implementation methodology framework is required	15
Experience in directing and managing business process improvement and re-engineering techniques is desirable.	10
Total Obtainable Score:	100