

## TERM OF REFERENCE (ToR)

### GENERAL INFORMATION

Services/Work Description: National Consultant for Administrative Assistant for OHCHR Office  
 Project/Program Title: OHCHR-EARO Joint Investigation with the Ethiopian Human Rights Commission  
 Post Title: National Consultant  
 Consultant Level: Level A  
 Duty Station: Addis Ababa, Ethiopia  
 Expected Places of Travel: Mekelle, Tigray  
 Duration: Three months.  
 Expected Start Date: Immediately after signing the contract.

### I. BACKGROUND / PROJECT DESCRIPTION

The UN Office of the High Commissioner for Human Rights (OHCHR) and the Ethiopian Human Rights Commission (EHRC) have agreed to conduct a Joint Investigation into alleged human rights violations and abuses that took place in Tigray regional state.

### II. SCOPE OF THE WORK

Under the overall guidance of the respective Team Leaders of the Joint OHCHR-EHRC Investigation Team and the Program Management Officer, the Administrative Assistant will provide administration and logistics support to the project

- ❑ Performs, under minimal supervision, the full range of office management and administrative support functions; Maintains liaison with the program manager regarding on-going programmes and other administrative matters; monitors processes and schedules related to the Section's outputs, products, tasks, etc.
- ❑ Ensures smooth and efficient information flow within the office; prepares and processes confidential information; assists in the development of office administrative systems and procedures. Provides assistance in the coordination of service-wide activities (meetings, training, etc.), special projects and events.
- ❑ Performs a variety of administrative duties (e.g. meeting organization, reservations, office supply, travel, DSA and equipment orders, etc.), including preparing and/or processing administrative requests/documents (e.g., travel requests, expense claims, vouchers, visa applications, etc.).

No.	Deliverables / Outputs	Estimated Duration to Complete	Review and Approvals Required
1	Performs, under minimal supervision, the full range of office management and administrative support functions; Maintains liaison with the program manager regarding on-going programmes and other administrative matters; monitors processes and schedules related to the Section's outputs, products, tasks, etc.	Throughout	OHCHR

2	Ensures smooth and efficient information flow within the office; prepares and processes confidential information; assists in the development of office administrative systems and procedures. Provides assistance in the coordination of service-wide activities (meetings, training, etc.), special projects and events.	Throughout	OHCHR
3	Performs a variety of administrative duties (e.g. meeting organization, reservations, office supply, travel, DSA and equipment orders, etc.), including preparing and/or processing administrative requests/documents (e.g., travel requests, expense claims, vouchers, visa applications, etc.).	Throughout	OHCHR

### III. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

Under the overall guidance of the respective Team Leaders of the Joint OHCHR-EHRC Investigation Team and the Program Management Officer the Administrative Assistant will provide administrative and logistics support

### IV. DURATION OF THE WORK<sup>1</sup>

Expected duration of work will be three months

### V. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

#### **a. Academic Qualifications:**

- High school diploma or equivalent. Additional education in Management, Business Administration or related field is highly desirable.
- A minimum of 2 years of experience in administrative services, general office support or related area.

#### **b. Language Requirements:**

Fluency, good written and analytical skills in English is essential

### VI. Competencies and Critical Success Factors

#### **Corporate Competencies:**

- Demonstrates commitment to UNOHCHR's mission, vision and values.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

<sup>1</sup> The IC modality is expected to be used only for short-term consultancy engagements. If the duration of the IC for the same TOR exceeds twelve (12) months, the duration must be justified and be subjected to the approval of the Director of the Regional Bureau, or a different contract modality must be considered. This policy applies regardless of the delegated procurement authority of the Head of the Business Unit.

**Competencies:**

**PROFESSIONALISM:** Ability to perform administrative and procedural activities to ensure that quality requirements and goals are fulfilled; Demonstrates professional competence and mastery of subject matter; Good knowledge of Results Based Management, Programme formulation, Implementation and Managing resources;

**COMMUNICATION:** Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify, and exhibits interest in having two-way communication; Tailors language, tone, style and format to match the audience; Demonstrates openness in sharing information and keeping people informed.

**TEAMWORK:** Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others ideas and expertise, is willing to learn from others; Places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Share credit for team accomplishments and accepts joint responsibility for team shortcomings.

**PLANNING AND ORGANISING:** Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments, adjusts priorities as required;

**ACCOUNTABILITY:** Takes ownership of all responsibilities and honors commitments; Operates in compliance with organizational regulations and rules; Supports subordinates, provides oversight and takes responsibility for delegated assignments.

**VII. CRITERIA FOR EVALUATION OF PROPOSAL:**

Upon the advertisement Notice, qualified applicant (Individual) is expected to submit both the brief Technical and Financial Proposals. Accordingly; the applicant will be evaluated based on Cumulative Analysis as per the following conditions:

- 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 is:
  - a. Technical Criteria weight is 70%
  - b. Financial Criteria weight is 30%

Criteria	Weight	Max. Point
<b>Technical Competence (based on CV, Proposal and interview (if required))</b>	<b>70%</b>	100
▪ Educational relevance: close fit to post	<b>10</b>	
▪ Understanding the scope of work and organization of the proposal	<b>40</b>	
• Experience in similar assignment	<b>20</b>	
<b>Financial (Lower Offer/Offer*100)</b>	<b>30%</b>	
<b>Total Score</b>	<b>Technical Score * 70% + Financial Score * 30%</b>	

## VIII. PAYMENT MILESTONES AND AUTHORITY

The prospective consultant will indicate the cost of services for each deliverable in **ETB all-inclusive<sup>2</sup> lump sum contract amount** when applying for this consultancy. The consultant will be paid only after **approving authority** confirms the successful completion of each deliverable as stipulated hereunder.

The qualified consultant shall receive his/her monthly salary upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained	Percentage of Payment
1st Installment	Performs, under minimal supervision, the full range of office management and administrative support functions; Maintains liaison with the program manager regarding on-going programmes and other administrative matters; monitors processes and schedules related to the Section's outputs, products, tasks, etc.	OHCHR	30%
2nd Instalment	Ensures smooth and efficient information flow within the office; prepares and processes confidential information; assists in the development of office administrative systems and procedures. Provides assistance in the coordination of service-wide activities (meetings, training, etc.), special projects and events.	OHCHR	30%
3rd Instalment	Performs a variety of administrative duties (e.g. meeting organization, reservations, office supply, travel, DSA and equipment orders, etc.), including preparing and/or processing administrative requests/documents (e.g., travel requests, expense claims, vouchers, visa applications, etc.).	OHCHR	40%

## X. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, you are hereby given a template of the Table of Content. Accordingly; your Technical Proposal document must have at least the preferred content as outlined in the IC Standard Bid Document (SBD)/IC Procurement Notice attached hereto.

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<sup>2</sup> The term "All inclusive" implies that all costs (professional fees, travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred by the Contractor are already factored into the final amounts submitted in the proposal

## **TECHNICAL PROPOSAL COVER PAGES**

Cover Page

Cover Letter

### **SECTION I. TECHNICAL PROPOSAL SUBMISSION FORM**

- 1.1 Letter of Motivation
- 1.2 Proposed Methodology
- 1.3 Past Experience in Similar Consultancy and/or Projects
- 1.4 Implementation Timelines
- 1.5 List of Personal Referees
- 1.6 Bank Reference
- 1.7 Academic Credentials

### **SECTION II. ANNEXES**

Annex a. Duly Signed Offeror's Letter to UNDP Confirming Interest and Availability (use the template hereto) – use separate pdf file

Annex b. Duly Signed Personal CV's/P11 (use the template hereto) – use separate pdf file

Annex c. Financial Proposal – BREAKDOWN OF COSTS Template (use the template hereto) use separate pdf file

### **XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS**

The Individual Contractor shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of UNDP.

### **XII. HOW TO APPLY**

Interested consultant with required qualification and experience must submit their applications **through:**

<https://etendering.partneragencies.org> UNDP/ETH10/Event ID: **ETH2709R**