

Request for proposals

Help Desk Senior Experts to support the administrative service provision, for the EU-financed programme for support to the Ukrainian Decentralisation Reform: U-LEAD with Europe Programme

Location: Kyiv

SKL International is looking for a team of Help Desk Experts (3 positions) to support and improve administrative service provision and establishment and modernisation of Administrative service centres (ASC) for implementation of U- LEAD with Europe Programme -Ukraine Local Empowerment, Accountability and Development Programme, Support to improved administrative service delivery, Roll-out phase extension. The position shall be a consultancy contract for a period of 10 months (01 March – 31 December 2020).

SKL International is looking for a self-motivated, well-organised and efficient team member who can ensure that the compilation of Terms of References on establishing and modernising ASCs runs smoothly and efficiently. We are looking for someone who is experienced in the field of administrative service delivery, has excellent analytical skills and experience in comprehensive reporting work in tight time framework.

About SKL International

SKL International is a subsidiary to the Swedish Association of Local Authorities and Regions (SALAR), representing all 290 municipalities and 20 county councils in Sweden. We are a leading consultancy company supporting local democracy and good governance in developing and transition countries. Our expertise covers areas such as capacity building on municipal management and service delivery; local and regional development; decentralisation policies; support to local government associations; and European Integration. Geographically, SKL International's projects covers countries in Central and Eastern Europe as well as Africa and Asia.

Description of the assignment context

U-LEAD with Europe is a multi-donor action of the European Union and its Member States Denmark, Estonia, Germany, Poland and Sweden. The Programme aims at supporting the Decentralisation reform in Ukraine and contributes to the establishment of multilevel governance that is transparent, accountable and responsive to the needs of the population.

The Programme has two main objectives:

1. Enhancement of the capacities of key stakeholders at the national, regional and local levels to implement the regional policy and decentralisation reforms (GIZ). This includes vertical and horizontal coordination and capacity development at all levels of government throughout Ukraine.
2. Empowerment of amalgamated communities to deliver high quality administrative services to their citizens aims at contributing to the ongoing decentralisation reform in Ukraine (Sida). For this purpose, Sida provided a grant to SALAR to work with 26 pilot communities on establishment of different types of

ASCs during an Inception Phase (2016-2018). During the Roll-out phase (2018-2020) Sida is aiming at to support up to 600 Administrative Service Centres to improve the service provision for citizens of Ukraine.

During the Roll-out phase extension SKL's International role will consist of these areas of work:

- Ensuring quality and relevance of the Support Package on how to establish an ASC (developed during the inception phase);
- Communicating the role of ASC in the decentralisation process;
- Policy advice and support on administrative delivery in Ukraine;
- Support to peer exchange between amalgamated communities in service provision
- Support limited amount of hromadas in making their premises for ASCs more energy efficient.
- Establish a Help Desk for hromadas and ASC to enhance better administrative service provision at the local level.
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Project has both tangible deliverables such as new constructions for ASCs and energy efficient infrastructure in up to 4 pilot hromadas, and non-tangible results such as policy and methodological recommendations.

Organisational set up

The team in Ukraine will comprise of approximately 12 long-term consultants covering policy expertise, logistics support, construction works, and methodological support. In addition, a number of short-term consultants will be engaged in the project. Help Desk Experts will have a more senior position and guide and advise the rest of the team.

Description of the assignment

The following is a preliminary outline of the areas of responsibility of the Help Desk Expert:

- To provide consultation and expert support to communities which establish or have ASCs;
- To ensure that cross-cutting issues such as gender, environmental sustainability and zero-corruption tolerance is taken into consideration in analyses and reporting;
- To give input and review methodological, training materials and policy materials;
- To provide trainings on issues related to administrative service delivery to Implementing partners working with targeting Ukrainian communities;
- To write reports with comprehensive and accurate information and analyses on conducted visits / provided consultation.

Required Skills and Experience

- Understanding of the decentralisation reform process in Ukraine;
- At least 5 years' experience of work in the field of administrative service provision and/or the activities of ASC;
- Understanding of local self-governments' capacity, especially concerning provision of administrative service;
- Experience of needs analysis and/or analysis of current situation;
- Experience of coordination of activities and negotiations that involve multiple stakeholders;

- Excellent communication (written and oral), reporting and presentation skills;
- Pedagogical experience;
- Fluent knowledge of Ukrainian language.

Other relevant skills and experience

- Self-motivated and able to work effectively under limited direction supervision;
- Strong organisational skills, with the ability to manage multiple tasks at once, coordinate with a high number of people and activities, oversee details and make priorities independently;
- Sound judgement and ability to respond flexibly in a dynamic environment with limited time frames;
- Ability to work effectively in an international team and have a pro-active and collaborative attitude.

Conditions & Logistics

A consultancy contract will be signed between SKL International and the Help Desk Expert which will outline the conditions for the position in detail. Please note that this position is **not** an employment, meaning that applicants that are chosen for the assignments will to establish themselves as consultants and will be liable to pay all relevant taxes and insurances.

A competitive consultancy fee will be offered to the successful candidate.

Evaluation of response & selection of Help Desk Expert

Interested applicants should send their proposal as **one PDF document**, comprising the following documents, to SKL International no later than **February 4th, 2020**:

- a) Up-to-date CV indicating relevant experience and qualifications (**maximum two A4-pages**);
- b) A brief description of the applicant's motivation and suitability for the assignment (**maximum one A4-page**);
- c) A statement that the applicant will be available to start the position no later than **1st of March 2020**.

The Help Desk Expert will be selected based on the following criteria:

- a) Specialist competence and suitability – based on the expert requirements described above
- b) A competitive consultancy fee for described position

Proposals and questions should be sent by email to: recruitment@ulead.org.ua

Diversity and equal opportunities

SKL International embraces diversity and respects human rights in all areas of its work. Discrimination of any kind including on the basis of gender, religion, sexual orientation, ethnicity or culture is not accepted. Personnel shall respect equal rights of individuals and strive to create an atmosphere where people's differences are accepted and valued.

Men and women engaged in SKL International's business activities shall be afforded equal rights and development opportunities. SKL International supports working arrangements that enable personnel to combine work with family commitments / personal life.