

Request for proposals  
**Institutional Support and Peer Exchange Coordinator**  
SALAR's support to administrative services development in Ukraine  
2021-2023

Location: Kyiv

Duration: 24 months

*SKL International is looking for Institutional support and peer exchange Coordinator for supporting the implementation of the project SALAR support to administrative services development in Ukraine 2021-2023. The position shall be consultancy contracts for around 24 months.*

*The Coordinator should be an experienced, professional, self-motivated person, who can work effectively in a dynamic and changing environment and manage people and processes in order to reach the targeted results within a limited time. SKL International is looking for candidates who are experienced in managing teams and projects in contexts similar to the Ukrainian decentralisation reform. The position requires integrity, innovation, problem-solving skills, professionalism, strong interpersonal skills and the ability to lead others.*

#### *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, Asia and Latin America.

#### *Description of the assignment context*

The Swedish International Development Cooperation Agency (Sida) has through SALAR and other organisations, implemented Component 2 of the EU commissioned programme *U-LEAD with Europe: Ukraine Local Empowerment, Accountability and Development Programme 2016-2021*, funded by the EU and its member states Germany, Sweden, Denmark, Poland, Estonia and Slovenia. The implementation of the Programme has resulted in 484 Administrative Service Centers (ASCs) established or modernised in newly formed hromadas and a total of 1 300 access points to services supported institutionally and physically.

In addition the Programme has also developed methodology manuals for the ASC establishment, supported policy development in the sphere of decentralisation of service provision and supported the development of e-governance infrastructure for service provision.

*Support to administrative services development in Ukraine 2021-2023* is based on SALAR's

experience in implementing U-LEAD and will be a follow up project of U-LEAD support to administrative service provision in Ukraine. The project is funded by Sida and the main objective is to **improve the capacity of local authorities to deliver administrative services for the benefit of the residents in Ukraine.**

The main activities will be targeting the following expected **outcomes**:

**Outcome 1:** Political leaders in local communities have the capacity to improve administrative service delivery

**Outcome 2:** ASC staff have the knowledge and capacity to provide effective services

**Outcome 3:** Political leaders and officials in local authorities use ASCs to enhance citizens' engagement and information sharing

**Outcome 4:** National policy actors consider the needs of local communities (and the project experience and expertise) in national administrative service policy development

### **Activities**

1. A Help Desk for hromadas, providing consultation support on ASC development and improving service provision
2. Training for ASC staff, including an automated on-line course
3. Policy advice and support in the sphere of regarding the provision of effective administrative services
4. Citizens' engagement and information sharing (Communication in U-LEAD Component 2)
5. Peer learning exchanges between hromadas
6. Support to Starostas in service provision to residents in remote areas

### *Organisational set up*

The project team in Ukraine will comprise of following units: management, policy advise and support, Help-Desk, Training, Citizen engagement and information sharing.

### *The role of the Institutional support and peer exchange Coordinator*

The Institutional Support and Peer Exchange Coordinator is one of the most senior team members in Ukraine. This person will lead and support two units: Help Desk unit and Training unit which would comprise of 8 experts.

The coordinator shall oversee and ensure that the activities are delivered in partner hromadas according to the projects objectives and established work plans to a high level of quality and efficiency. The Coordinator shall monitor and manage risks and work collaboratively to solve issues that may arise during implementation.

The Coordinator will also represent the project in dialogue with Ukrainian and international actors involved in other projects related to decentralisation reform and specifically to development of administrative service provision. The Coordinator will work closely with all unites and report its work to Team Leader as well as to the project Management Unit in Stockholm.

The following is a preliminary outline of tasks that will be the responsibility of the Coordinator.

### **Management and coordination**

- Lead the work of the Help desk unit and the Training unit, project teams of approximately eight long- and short-term consultants, whose task will be to offer support and training to leaders and officials in hromadas and ACS staff
- Ensure that all consultants working for the project follow same quality standards and approach when delivering support to partner hromadas
- Ensure good communication and coordination between all units/experts and smooth flow of information and documents between them
- Coordinate peer to peer learning and knowledge sharing activities such as study visits, internship programme and network of mentors
- Ensure that the activities are managed effectively and manage any issues impacting on their delivery
- Manage risks in coordination with Stockholm office, and, if necessary, suggest changes to work plans and time lines
- Ensure integration of gender equality, environmental and other cross-cutting aspects into project planning and activities
- Participate in the recruitment of project team members in Ukraine
- Oversee the work of the experts and specialists in the two units and manage any issues regarding their performance, in consultation with Team Leader in Kyiv and project management in Stockholm, ensuring a sound and healthy working environment and team cooperation.

### **Communication**

- Keep SKL International in Stockholm and Kyiv continuously updated about project progress, issues and successes
- Contribute to development of communication material and other project communication efforts

### **Monitoring, evaluation and reporting**

- On-going monitoring, reporting and communication with the Stockholm office and with the management unit in Kyiv
- Contribute to annual reporting to Sida
- Develop and maintain quality assuring and monitoring system

### *Required Skills and Experience*

- Minimum Bachelor Level Degree of education in a relevant field of study
- High level of management skills, minimum 5 years of experience in project and team management
- Experience leading teams of minimum 5 consultants and proven ability to strategically inspire and energise project teams
- Hands-on experience from implementation of similar projects in Ukraine or in the region

- Understanding of decentralisation and local governance in Ukraine. Previous experience establishing Administrative Service Centres or similar structures is an asset
- Established relevant networks and contacts within Ukraine
- Experience of gathering and analysing data, developing evidence-based recommendations
- High level of representation and negotiation skills
- Excellent social and networking skills, ability to develop good relationships with different stakeholders
- Good judgement and ability to respond flexibly in a dynamic environment
- Ability to work effectively in an international team and have a pro-active and collaborative attitude
- Excellent communication (written and oral), reporting and presentation skills
- Fluency of Ukrainian and English.

#### *Conditions & Logistics*

A consultancy contract will be signed between SKL International and the consultant, which will outline the conditions for the position in detail. Please note this position is **not** an employment position, meaning that applicants must be established 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*

Interested applicants should send their proposal, comprising the following documents, to SKL International no later than **September 1, 2021**:

- a) A short explanation of the applicant's suitability for the assignment (maximum one A4-page)
- b) Up-to-date CV indicating relevant experience and qualifications
- c) A statement on when the applicant will be available to start the position and confirmation that the applicant will be available to work on the project full time until the end of the project.

The consultant will be selected based on their professional experience and competences matching the requirements described above.

This Request for Position is issued on **July 13, 2021**. Proposals and questions should be sent in English latest **September 1, 2021** by email to: [opportunity@sklinternational.se](mailto:opportunity@sklinternational.se)

Mark your email with **Institutional Support and Peer Exchange Coordinator 2021-2023** in the subject.

No compensation is paid for proposals and interviews during the recruitment process.

Questions regarding the position can be sent to the same email ([opportunity@sklinternational.se](mailto:opportunity@sklinternational.se)). Responses to questions will be shared to applicants by email.

Interviews with shortlisted applicants are expected to be held in person or via Teams/Zoom in the period between **September 1-9, 2021**. Only shortlisted applicants will receive a respond by email after final round of interviews.

The personal information provided by the applicant in the procurement process will be handled by SKL International.

*Diversity and equal opportunities*

SKL International embraces diversity and respects human rights in all areas of its work. SKL International strives to create a gender-equal and diverse working environment. Consultants shall respect equal rights of individuals and strive to create an atmosphere where people's differences are accepted and valued.

SKL International supports working arrangements that enable personnel to combine work with family commitments.