

## *Terms of Reference*

### *IT Support Consultant*

#### **1. Background & Context**

**Over the past decade, Jordan has needed to weather several exogenous shocks brought on by the spill-over effects of regional turmoil.** More specifically, the Syrian crisis in 2011, ushered the influx of over 650 thousand refugees to Jordan, which strained national resources and overburdened the country's infrastructure and social services. The repercussions of external events unravelled deeply rooted impediments that hamper Jordan's economic resilience and growth. Today, the country faces an array of economic and social challenges that render employment and job creation even more challenging, particularly among the most vulnerable.

**The outbreak of the COVID-19 pandemic aggravated economic downturn and had dramatic outcomes for poverty in Jordan, forcing many previously non-poor households into highly vulnerable conditions.** By December 2020, the country's poverty rates had increased by 38 percentage points among Jordanian locals and 18 percentage points for Syrian refugees. This resulted in 1.5 million Jordanians and 76,000 Syrian refugees becoming newly poor. At the early stages of the outbreak, the government endorsed a cohort of prevention measures to curtail the virus's spread, including complete and partial lockdowns, the enforcement of strict curfews, restrictions on movement, and the closure of businesses, schools and universities.

Domestic lockdowns, compounded with global uncertainty, resulted in severe demand shocks to the Jordanian economy and a sharp decline in economic activity. **According to an ILO survey, at the onset of the crisis as many as 39% of vulnerable workers were no longer working, 31% as of vulnerable Jordanians had been temporarily laid off, and 17% permanently laid off.** Additionally, 29% of those surveyed reported not having enough food in the past week due to an inability to afford it. Overall, sluggish macroeconomic performance stifled the Jordanian labour market's ability to create jobs for its growing population. According to Jordan's Department of Statistics (DoS), the country suffered a net job loss of 68.9 thousand in 2020, compared to 69.1 thousand in net job creation in 2008. This is reflected by a stark climb in unemployment rates, reaching an all-time high of 24.1% in 2021, producing detrimental outcomes for vulnerable households.

In 2020, the EU signed a joint programme agreement with the ILO and UNICEF titled "Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians." The joint programme seeks to contribute to the achievement of a sustainable social protection system, in policy as well as institutional set-up, with strengthened links between social protection and employment for both Jordanian and refugee populations and enhanced outreach into the informal sector.

**The ILO-UNICEF Joint Programme serves to support the operationalization and implementation of the Jordanian National Social Protection Strategy (2019-2025),** with a view to contribute to the achievement of a sustainable social protection system, in policy as well as institutional set-up, with strengthened links between social protection and employment for both Jordanian and refugee populations and enhanced outreach into the formal sector. Based on long-standing relations with the Jordanian government and other partners, lessons learnt and extensive experience of both ILO and UNICEF in the area of social protection and employment promotion for youth as well as adults, women as well as men, Jordanian host communities as well as refugees, the project serves to achieve three outcomes:

**Outcome1:** Enhanced coordination, integrated planning and monitoring for government wide efforts in the social protection and employment sector. Outputs delivered serve to strengthen mechanisms for coordinated implementation of national employment and social protection interventions in the context of the NSPS.

**Outcome2:** Strengthened national systems/mechanisms to enhance access to labour market, decent work and employment based social protection schemes. Outputs delivered serve to provide support towards effective and cost-efficient implementation and realisation of access to employment (work permits), enhanced capacity for the implementation of mechanisms to ensure increasingly decent work (labour inspection) and access to social security expanded to workers in the informal economy.

**Outcome3:** Vulnerable Jordanians and Syrians transition from cash assistance to sustainable jobs. Outputs are directed towards the design and implementation of a graduation mechanism to support the transition of vulnerable people on cash assistance (provided by NAF and UNHCR) to employment, by providing a systematic and tailored package of services, delivered primarily by ILO and UNICEF service centres.

**The project is aligned with the GoJ's draft graduation mechanism** and complements other ongoing and recent efforts aimed at strengthened government capacity and outreach in the area of social protection and employment promotion, thus entailing a strategic contribution to the development objective “Strengthened self-reliance of the most vulnerable refugees, Syrians in particular, as well as host communities, towards the establishment of an inclusive national protection system.”

The programme will be implemented in collaboration with the National Aid Fund (NAF) and UNHCR. More specifically, the intervention aims to:

- Equip target beneficiaries with skills and competencies that are relevant to the labour market to enhance their employment and livelihoods prospects.
- Contribute to alleviating the burden on cash assistance services in Jordan, amid deteriorating economic conditions and increased levels of vulnerability, in order to reduce any crowding out effect and facilitating coverage of new entrants to their programmes.
- Contribute to reducing unemployment and poverty rates among Jordanians and Syrians in the Kingdom by matching beneficiaries with sustainable employment and economic opportunities.
- Contribute to improving the livelihood of vulnerable Jordanians & Syrians so that they can live in safety and dignity.

## 2. Purpose & Objectives

The main objective of this assignment is to provide IT support for POS projects including managing and updating the GTS and the E-Counselling platform.

## 3. Scope of Work

The tasks under this initiative will be centered around the following outputs:

- I. Periodical coordinating meetings with the project staff to ensure that project activities and specific milestones are supported at the e-counselling system.
- II. Processing of data and creation of a project-specific database based on the flows of job seeker registration.

- III. Periodical update of the database and creation of working-form sub-bases for the project implementation needs.
- IV. Process data and create/maintain the project-specific database based on different databases, including the job seeker profile database, services users' database, and data obtained by the ESC team from other partners related to the project's participants; the task includes data anonymization, database matching and merging, and monthly updates to the database.
- V. Support the project-related processes, such as management of training invitations, and information flows between project-related teams
- VI. Design/support/maintain the online interface (e-counselling) for the project allowing different project-related teams to connect and enter/access information for project-related needs in a timely manner. The task requires also developing a user manual and troubleshooting for users during the duration of the project.
- VII. Support project staff on other tasks related to IT glitches in the system, as well as other IT tasks related to job seekers' acquisition of socio-emotional skills to support higher employability, as deemed fit by the direct supervisor.
- VIII. Support in the delivery and implementation of events and activities
- IX. Support updating the content of the E-Counselling system regularly.
- X. Design/support/maintain the GTS (Graduation Tracking System), the GTS will be adapted and developed based on NAF (National Aid Fund) needs.
- XI. Supervise any further developments for GTS system which is developed by an IT company.
- XII. Prepare and submit a monthly progress report to document achievements in the above mentioned areas; and support entering the monthly Data on the e-counselling system.

#### **4. Deliverables**

- Compile and disseminate monthly reports from the e-counselling platform for each employment and career guidance officer.
- Compile and disseminate monthly reports for each employment and career guidance officer from the GTS system related to NAF and UNHCR beneficiaries.
- Analyse the data received from NAF and UNHCR, and export the final data on the GTS system.
- Develop a new service on the e-counselling platform based on the needs of the POS projects.
- Prepare and submit monthly, quarterly and annual reports based on the donors requirement for POS projects.
- Prepare and submit monthly progress report on the development of the GTS and E-counselling platform with proposed IT development companies.
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#### **5. Reporting**

The IT Support Consultant reports directly to the ILO Programme of Support. National Project Officer and over all supervision by the Chief Technical Advisor.

## 6. Duration & Indicative Work Programme

The consultancy is planned to start on October 2022 and is expected to be completed no later than December 31<sup>th</sup> 2022.

**Table 1: Deliverables**

#	Deliverable(s)	Due Date	No of working days
II.	<ul style="list-style-type: none"> <li>- Monthly report from the e-counselling platform for each employment and career guidance officer.</li> <li>- Monthly report for each employment and career guidance officer from the GTS system related to NAF and UNHCR beneficiaries.</li> <li>- Analysis and export the data received form NAF and UNHCR, on the GTS system.</li> <li>- Develop a new service on the e-counselling platform based on the needs of the POS projects.</li> <li>- Monthly report based on the donors requirement for POS projects.</li> <li>- Monthly progress report on the development of the GTS and E-counselling platform with proposed IT development companies.</li> <li>-</li> </ul>	30 Oct 2022	22
III.	<ul style="list-style-type: none"> <li>- Monthly report from the e-counselling platform for each employment and career guidance officer.</li> <li>- Monthly report for each employment and career guidance officer from the GTS system related to NAF and UNHCR beneficiaries.</li> <li>- Analysis and export the data received form NAF and UNHCR, on the GTS system.</li> <li>- Develop a new service on the e-counselling platform based on the needs of the POS projects.</li> <li>- Monthly report based on the donors requirement for POS projects.</li> <li>- Monthly progress report on the development of the GTS and E-counselling platform with proposed IT development companies.</li> <li>-</li> </ul>	30 Nov 2022	22
IV.	<ul style="list-style-type: none"> <li>- Monthly report from the e-counselling platform for each employment and career guidance officer.</li> <li>- Monthly report for each employment and career guidance officer from the GTS system related to NAF and UNHCR beneficiaries.</li> <li>- Analysis and export the data received form NAF and UNHCR, on the GTS system.</li> <li>- Develop a new service on the e-counselling platform based on the needs of the POS projects.</li> <li>- Monthly report based on the donors requirement for POS projects.</li> </ul>	31 Dec 2022	21

- Monthly progress report on the development of the GTS and E-counselling platform with proposed IT development companies. -		
<b>Total</b>		<b>65 WD</b>

\*The schedule is estimated based on 5-working days per week (Sunday-Thursday)

## 7. Payment Schedule

The table below summarizes the planned schedule for payments to be made upon the completion and submission of deliverables delineated in section 4 and 5 of this ToR. A deliverable is considered completed upon review and satisfaction of the ILO.

Table 2: Payments Schedule

<b>1<sup>st</sup> Payment</b>	Upon submission of deliverables no (I) and an invoice all to the satisfaction of the ILO.
<b>2<sup>nd</sup> Payment</b>	Upon submission of deliverables no (II) and an invoice all to the satisfaction of the ILO.
<b>3<sup>rd</sup> Payment and final payment</b>	Upon submission of deliverables no (III) and an invoice all to the satisfaction of the ILO.

## 8. Application Process

The implementing partner must send an email to [mesmar@ilo.org](mailto:mesmar@ilo.org) The email shall include:

1. Technical proposal
2. Proposed work plan
3. Up-to-date resumes
4. Detailed Financial offer

The deadline for receiving applications is 5/10/2022 COB.

## 9. Candidates' Profiles

- B.A. in Information Technology (IT), engineering, data or computer science, or related discipline;
- Two years of relevant proven experience in managing servers and web hosting on different platforms, Linux, and windows.
- Good communication skills with different cultural backgrounds.
- Excellent problem-solving skills using the latest web technologies.
- Ability to communicate technical ideas to business users and other teams (Design, QA), and to design, develop, operate, and manage IT solutions.
- Ability to handle and manage big data with minimal oversight;

- Ability to work under tight deadlines, manage multi-task requirements, high attention to detail and a high degree of pro-activity and initiative;
- Hands-on and results-oriented approach;
- Well-developed interpersonal and team working skills, initiative, persistence and positive attitude;
- Fluency in Arabic, good working knowledge in English