

Kosovo: Kosovo Digital Economy (KODE) Project

TERMS OF REFERENCE

M&E, Communication and Coordinating Specialist for KODE Project

(Ref. No. KODE/IC/3.1.5/2019)

BACKGROUND

The Government of Kosovo has secured support from the International Development Association (IDA) (hereinafter ‘the Bank’) for a Kosovo Digital Economy (KODE) Project in the amount of 20,7 million EUR. The KODE Project aims to improve access to better quality and high-speed broadband services in project areas and to online knowledge sources, services and labor markets among citizens, and public and academic institutions.

It is foreseen that **the Project will achieve its development objective through two main sets of activities:** (1) expanding access of Kosovars to high-speed and better quality digital infrastructure; and (2) support Kosovars to take advantage of regional and global Digital Economy (DE) opportunities, especially for income generation, usage of services, and learning, thus triggering the growth of a DE in Kosovo.

The Project is structured along three components: Digital Inclusion, Digital Work and Empowerment, and Project Implementation Support. Two substance components of the Project are outlined below.

Component 1: Digital Inclusion component will support digital inclusion through: (a) the expansion of digital connectivity through the co-financing of deployment of high-speed broadband connectivity in areas that have been identified as not connected or underserved, and (b) improving of the enabling environment for wireless broadband services, through the deployment of the National Spectrum Monitoring System (NSMS).

Component 2: Digital Work and Empowerment will support the Youth Online and Upward (YOU) Program and increased access to knowledge, information and online services.

The present Terms of Reference concern the monitoring & evaluation, communication, and general coordination functions of the Project.

The KODE will be implemented by the Ministry of Economic Development (MED) that will provide strategic direction and technical oversight to the entire Project. MED oversees the Information and Communications Technology (ICT) sector development and executes this mandate through the Department of Post, Telecommunication and Information Technology (the

Department), which for the purposes of the Project will act as the lead implementing agency and will carry the primary responsibility for all Components of the Project.

OBJECTIVE OF THE ASSIGNMENT

The MED intends to hire a M&E, Communications, and Coordinating Specialist for the KODE Project Implementation Unit (PIU) who will be responsible for the supervision of the project M&E strategy, overall project external communications, and who will be providing general coordination support to other designated staff. These tasks are in line with the objectives outlined in the Financing Agreement signed between IDA (World Bank) and the Government of Kosovo and in compliance with the Project Operations Manual (POM).

As part of its M&E activities, the M&E, Communications, and Coordinating Specialist shall implement the Project M&E strategy, envisaged to rely on the collection and analysis of standardized, routinely collected data sources from Kosovo Agency of Statistics (KAS), ARKEP, and international organizations; surveys; and a beneficiary management and data collection system. An initial M&E design may be refined during the initial period of Project implementation.

The communication function under the KODE project has two dimensions: of external communications and of citizen engagement.

As part of its communication activities, the M&E, Communications, and Coordinating Specialist shall design and implement an external communication strategy premised on the use of traditional and social media and of Project website with an aim of informing Project stakeholders, beneficiaries and general publics of the Project main developments.

As part of its citizen engagement activities, the M&E, Communications, and Coordinating Specialist shall be responsible for the design and implementation of a citizen engagement framework comprising consultations, youth dialogues, public hearings, a Grievance Redress Mechanism (GRM), and a beneficiary satisfaction survey. The consultations shall be held at national and local levels (workshops, roundtables, focus-groups). Youth dialogues shall be held with youth to ensure their awareness and engagement in the YOU Program. Public hearings shall be held annually to report on results and promote accountability and transparency of Project progress. A GRM shall be created to allow citizens to lodge complaints/feedback on any Project-related issue. A beneficiary satisfaction survey shall be conducted annually to obtain feedback from Project beneficiaries; its results shall be used to assess satisfaction with citizen engagement activities, monitor annual progress, take corrective action and assess the impact at Project closing.

As part of its coordination activities, the M&E, Communications, and Coordinating Specialist shall provide daily office management and coordination support to PIU designated staff (Project Director, Project and Component Coordinator “PCC”, Component 2 Coordinator, Financial Management Specialist, and Procurement Specialist).

Given the analytical, operational, and communications nature of his or her tasks, the M&E, Communications, and Coordinating Specialist shall operate in a timely, effective, efficient, and results-oriented manner.

SCOPE OF WORK

Duties and Responsibilities: Principal functions of the M&E, Communications, and Coordinating Specialist will include but are not limited to:

- Coordinate and manage all key activities related to the implementation of the KODE M&E strategy. This task may include refinement of the initially designed (current) M&E strategy, which requires solid analytical skills and knowledge of statistics;
- Design and supervise implementation of the Project external multimedia communications strategy. This task includes drafting of external communication materials targeting media, Project stakeholders, beneficiaries, and general publics;
- Lead on the preparation and implementation of citizen engagement activities;
- Monitor the execution of M&E and communications contracts under the Project;
- Support the procurement of goods, works and services, conducted in accordance with the procurement provisions applicable for the Project;
- Contribute to the finalization and periodic update, as necessary, of the Procurement Plan (PP) and Project Procurement Strategy Document (PPSD) of the Project;
- Support the update of the POM, including when modifications or supplements to them are needed;
- Contribute to the daily work of the designated staff of PIU by providing general coordination and office management support;
- Provide inputs to the Project Director on development of the reports to the Government of Kosovo and the Bank;
- Liaise with the Government agencies and private companies involved in the implementation of the M&E and communications strategies under the Project, as delegated by the Project Director and PCC;
- Participate in meetings, seminars, conferences, and other events and programs organized by the Government of Kosovo, the Bank, other development partners and other organizations with respect to the questions falling under his/her sphere of responsibility.

It is assumed that specific tasks to be undertaken by the M&E, Communications, and Coordinating Specialist will cover the activities specified in the Project Appraisal Document and PP.

REPORTING OBLIGATIONS

The M&E, Communications, and Coordinating Specialist will report to and work under the direction of the Project Director and Project Component 1 Coordinator (“PCC”). S/he will deliver monthly progress reports on her / his activity and any other ad hoc reporting requirements in coordination with the Project Director and PCC.

MED’S CONTRIBUTION

The MED will provide office space and equipment required for the M&E, Communications, and Coordinating Specialist to perform the tasks assigned.

QUALIFICATONS

- University/higher education in Telecommunications, Business Administration or Economics background.
- Demonstrated at least three (3) years of professional experience in project management covering M&E and communication aspects;
- Good knowledge of different quantitative research methodologies, particularly applicable in the context of project impact evaluations;
- Experience in the design and/or implementation of external communication strategies is a plus;
- Advance skills to communicate and draft various kinds of documentation and reports for external publishing purposes;
- Strong organizational skills;
- Working experience with international donor financed projects and Kosovo Public Institutions in similar positions is an advantage;
- Familiarity with the World Bank Guidelines / World Bank Regulations is an advantage;
- Computer proficiency (MS Office). Knowledge of SPSS/STATA software is an advantage;
- Fluency in Albanian and English. Knowledge of the Serbian language is an advantage;
- Be able and willing to travel throughout Kosovo.

TERMS OF THE ASSIGNMENT

- The M&E, Communications, and Coordinating Specialist shall be engaged on a full-time basis for the duration of the Project;
- The remuneration will be paid monthly;
- The M&E, Communications, and Coordinating Specialist will be offered opportunities to develop professionally by attending relevant training events and courses over the duration of the contract;

- Evaluation of the 3 (three) months' probation period and further contract extension would be fully based on the M&E, Communications, and Coordinating Specialist's performance certified by the Project Director and agreed with the Bank.

START OF WORK AND DURATION OF THE CONTRACT

- It is required that the Consultant would assume its position immediately;
- The contract is for an initial period of 1 (one) year with a 3 (three) month probation period, at which time the performance of the consultant shall be evaluated

