

## **TERMS OF REFERENCE**

### **1. Procurement Officer**

<b>Job title:</b>	Procurement Officer
<b>Number of positions:</b>	One (1)
<b>Reports to:</b>	Procurement Specialist, MGLSD
<b>Duty Station:</b>	MGLSD Headquarters (Kampala)
<b>Duration of contract:</b>	24 months with 3 months' probation

### **Job Purpose**

The Procurement Officer will assist the Procurement Specialist in execution of all procurement related tasks of the approved Procurement Plan during the project implementation by providing critical advice and support which will guarantee timely acquisition of goods, works and services at MGLSD.

### **Duties and Responsibilities**

The main responsibilities and duties of the Procurement Officer shall be to assist:

- a) In Consultations with the Users, prepare, review, adjust (where applicable) and monitor the implementation of the Project procurement plan.
- b) Ensure timely preparation/updating, and submissions of the project procurement plans for review and approval of the World Bank.
- c) Timely submission of all procurement exchanges in the Bank's online procurement system – STEP.
- d) Play a key coordination role between all stakeholders in the procurement cycle.
- e) Ensure that procurement procedures follow those prescribed in the Procurement Regulations and attendant Project Operational Manual.
- f) In consultation with the Technical Departments prepare bidding documents, request for proposals, consultant's shortlists and other documents based on relevant procedures for the procurement of goods, Works and on consultant services and for the selection of consulting services;
- g) Mentor the Ministry's PDU staff by sharing knowledge in procurement services including supporting capacity building in procurement management of staff that deal with procurement issues with emphasis on World Bank and PPDA Guidelines.
- h) Preparation of Procurement progress reports at a minimum on monthly basis, highlighting among others the progress on processing various contracts, constraints met and any other issues that require Management attention.
- i) To enhance the efficiency and effectiveness of the Procurement Data Management system and in particular set up a filing and record keeping system that ensures that procurement records are easily retrievable and available for procurement audits.
- j) Take part in the development and review of the Project Operations Manuals and other necessary documents and manuals.
- k) Participate in the preparation of consolidated project Annual Work Plans and Budgets.
- l) Report immediately to the Permanent Secretary and to the Bank any noted fraud and corruption or governance issues with Procurement staff, Bidders and Consultants.
- m) Facilitate the Post Procurement Reviews (PPR) exercise, and follow up implementation of PPR recommendations.

- n) Prepare and update the Procurement/Contract Register (List of all procurement contracts awarded)
- o) Monitor and track contracts under implementation, identify constraints/challenges/issues especially deviations from agreed terms and conditions and ability to resolve issues in a timely manner in appropriate consultation with management.
- p) Perform any other duties as may be assigned from time to time by the Procurement Specialist.

### **Qualifications**

- a) Possession of the Master's degree in either procurement, business administration or a related field.
- b) A Bachelor's degree in procurement and supply chain management, commerce (Procurement option) or any other related discipline.
- c) Should possess the Chartered Institute of Procurement & Supply qualification (MCIPS).

### **Experience and Competencies**

- a) A minimum experience of six (6) years in procurement service with extensive and demonstrated experience of procurement of goods, non-consulting services, works and consulting services.
- b) Previous experience in processing high value contracts subject to international competition, and in working with multi-sectoral teams.
- c) Demonstrate behaviour of professional and personal ethics, integrity and transparency in dealing with internal clients and service providers.
- d) Good oral and written communication skills, fluent in English.
- e) Working knowledge of the PPDA procurement rules and procedures.
- f) A high level of interpersonal and management skills and ability to work with teams in the organization at all levels.
- g) Must be able to work under pressure and tight deadlines.
- h) Computer knowledge and skills in MS word, Ms Excel and internet/email is a mandatory requirement.

### **Deliverables**

- i. Annual Procurement Plans and monthly updates.
- ii. Monthly Procurement and Contract Management status reports/updates.
- iii. Real time update of procurement documentation in STEP.
- iv. Monthly update of procurement monitoring form to be provided to all user departments to be filled and submitted timely provide input into monthly contracts implementation Status reports for all contracts showing the total amount of the contract, amount already paid and balance to be paid on each contract.
- v. Timely preparation and submission of documents for the supply of goods, works and services timely to Contracts Committee or World Bank as the need arises;
- vi. Regular procurement performance reports for staff participating in procurement cycle e.g. at evaluation, Contract Management stages as well bottlenecks identified.
- vii. Contracts Register in place.
- viii. Acceptable Record Keeping system in place. ix. Schedule of pre-bid/pre-proposal meetings, Proposal opening, bid opening, financial opening, and negotiations shared with relevant User Departments, Contracts Committee and other stakeholders at least 2 weeks before planned date.

## 2. Field Monitoring Assistants

<b>Job title:</b>	Field Monitoring Assistants
<b>Number of positions:</b>	Eight (8)
<b>Reports to:</b>	Regional Project Officer
<b>Duty Station:</b>	Regional Offices (Mbarara, Mbale, Lira and Kampala)
<b>Duration of contract:</b>	24 months with 4 months' probation

### Job Purpose

The Project Monitoring Assistant will assist in monitoring and evaluating project activities, collect and analyze data on project progress, entering the data into the project's Management Information System and support in preparing reports on project implementation progress and results.

### Duties and Responsibilities

1. Prepare monthly and quarterly progress reports in the agreed format and submit to the M& E Specialist and Project Coordinator.
2. Participate in M&E field visits aimed at collecting or verifying data on implementation progress, outputs and outcomes of the project.
3. Support in conducting training or workshops related to monitoring and evaluation for project staff and partners.
4. Coordinate and supervise data collection for surveys, beneficiary assessments and other studies organized by the project
5. Updated MIS: Support data entry into the project Management Information System
6. Maintain accurate records and documentation related to monitoring and evaluation activities.
7. Identify and formulate lessons learned from implementation experience to be included in project reports.
8. Participate in meetings with the MGLSD, implementing agencies, and local government PITs, the World Bank team, and others and document the outcomes
9. Perform any other duties as may be assigned from time to time by the M&E Specialist and Regional Project Officer.

### Minimum Qualification

1. Applicants must hold an Honors' Degree in Economics, Statistics, Business Management Social Sciences or other related disciplines from a recognized University.
2. Possession of a Postgraduate Diploma in either Monitoring and Evaluation or Project Planning and Management will be an added advantage

### Experience and Competencies

1. At least three (3) years' experience in undertaking the monitoring, evaluation and reporting, data management in a public or private institution.
2. Proven skills in MS Excel, Statistical Packages, MS Word and Internet Applications.
3. Able to work independently with little or no supervision and strong motivation and ability to work and deliver under short deadlines.
4. Able to communicate complex issues in a concise, accessible and engaging way.
5. Self-motivated and strong organizational and planning skills.
6. Strong analytical and organizational skills.
7. Excellent communication and interpersonal skills.

### Deliverables

1. Updated MIS on all project activities in the respective region.
2. Project implementation progress reports (monthly, quarterly, semi-annual and annual).

3. Project activities in the respective regions implemented in a timely manner.

**Travel**

Travel will be required to fulfill the required tasks. The costs associated with travel will be reimbursed in accordance with the government's regulations.

**Reporting arrangements**

The staff will work under the supervision of the regional Project Officer and technically report to the M&E Specialist.

### **3. Sociologists**

<b>Job Title:</b>	Sociologist/ Beneficiaries Relations Officer
<b>Number of Positions:</b>	Four (4): (Northern (1) Eastern (1) Western (1) & Central (1))
<b>Reports to:</b>	Social Development Specialist
<b>Duty Station:</b>	MGLSD Headquarters (Kampala)
<b>Duration of Contract:</b>	24 months with 4 months' probation

#### **Job Purpose**

The sociologist/beneficiaries' relations officer shall play a critical role in fostering beneficiaries' relationships, resolving issues and promoting products and services for under GROW project. The officer shall operate the GROW project toll free line at the headquarters to respond promptly to inquiries of beneficiaries including handling and resolving and referring complaints. The officer shall ensure that the Clientele's journey from initial contact to problem resolution is smooth and effectively managed.

#### **Duties and Responsibilities**

- a) Manage large amounts of incoming inquiries about the GROW project services and products.
- b) Identify and assess beneficiaries' needs to achieve satisfaction
- c) Liaise with Social Development Specialist to effectively handle complaints, provided appropriate solutions and alternatives with the time limits; follow up to ensure resolution
- d) Follow communication and grievance management procedures, guidelines and policies under the project.
- e) Take an extra mile to engage project beneficiaries on concerns raised.
- f) Work closely with the social development specialists at the MGLSD to develop innovative ways to increase satisfaction of beneficiaries.
- g) With support from the Social development specialist, obtain and evaluate all relevant information to handle inquiries on GROW project products and services
- h) Register grievances in the logbook, issue grievance receipts and referral forms where necessary
- i) Follow up on beneficiary interactions, and provide feedback on the efficiency of the feedback mechanism
- j) Support the social development specialist in stakeholder engagement and any other roles assigned to the officer.

#### **Qualifications**

1. Bachelor's Degree in Social Sciences, Business Administration of any other related field
2. Ability to speak at least five languages in the region for which the officer has applied
3. Good beneficiary support skills
4. Strong phone contact handling skills and active listening
5. Ability to multi task, prioritize and manage time effectively
6. Great organizational, and time-management skills. Demonstrate logical and analytical approach to problems solving
7. Good oral and written communication skills, should be fluent in English
8. Must be a Team player with high level of integrity and confidentiality
9. Self-motivated individual with the ability to work with minimum supervision and an eye for detail.

**Deliverables**

- i. Updated Grievance log book, receipts and referral forms
- ii. Receive calls and provide feedback to the project beneficiaries
- iii. Timely preparation and submission of monthly and quarterly Grievance reports to the social development specialist
- iv. Timely analysis, reporting and escalation of noted grievances.
- v. Management of the stakeholder engagement register

#### **4. Drivers**

<b>Job title:</b>	Driver
<b>Number of positions:</b>	Six (6)
<b>Reports to:</b>	Project Administrator, MGLSD
<b>Duty Station:</b>	MGLSD Headquarters (Kampala)
<b>Duration of contract:</b>	24 months with 4 months' probation

#### **Job Purpose**

To drive and maintain the project vehicles in accordance with the MGLSD fleet management policy guidelines and as directed by the supervising officer.

#### **Duties and Responsibilities**

- a. Schedule annual vehicle examination for service vehicles with the transportation Department.
- b. Determine when and what kind of maintenance the vehicle needs, keep track of general maintenance schedules, especially car tyre condition
- c. Ensure sound running of the vehicles assigned and arrange minor repairs where necessary, check oil and tires properly and keep the service vehicles in clean condition, both inside and outside.
- d. Keep track of timely car insurance renewals.
- e. Update monthly mileage records.
- f. Maintain log book of each service vehicle on daily basis.
- g. Distribute mail as needed, both incoming and outgoing.
- h. Facilitate airport pickups for VIP visitors and transportation during official visits.
- i. Any other duties as may be assigned from time to time

#### **Qualification**

- a. A minimum of a Uganda Certificate of Education (UCE) with a pass in English language.
- b. Formal drivers training with a valid driver's license/certification to operate assigned vehicle following local rules and regulations.

#### **Experience and Competencies**

- a. Valid driving permit of class C, held for the last three years.
- b. Driving experience in a reputable organization for at least five years.
- c. Basic knowledge of mechanical and vehicle maintenance.
- d. Certificate of defensive driving from Ministry of Works
- e. Good driving record references.
- f. Proactive, takes ownership, mature, flexible personality
- g. Good record on ethics and integrity.
- h. Team player and good people skills.
- i. Good public relations and Customer care.
- j. Good Time Manager.

#### **Deliverables**

- i. Project authorized Officers transported on duty.
- ii. Well maintained project vehicle.