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## TERMS OF REFERENCE

<b>Job Title:</b>	<b>National consultant to provide administrative assistance in daily running of the Rezina Regional SYSLAB Center (to be locally recruited) – Office Assistant for the Rezina Regional SYSLAB Center</b>
<b>Type of Contract:</b>	<b>Individual Contract (IC)</b>
<b>Duty Station:</b>	<b>Rezina, Moldova</b>
<b>Expected workload:</b>	<b>January – December 2014, with possibility of extension</b>
<b>Expected duration of assignment:</b>	<b>January – December 2014</b>

## BACKGROUND

The development of human capital is viewed as a prerequisite for an inclusive and sustainable economic growth. Moreover, it is increasingly seen at the cornerstone for both advanced and emerging economies seeking to speed up economic development and address the challenges posed by the global economic crisis.

From the development perspective, the labor plays critical role for Moldova's socio-economic modernization, as it is one of the few resources available in the country. However, long hailed as a country with abundant labor resources, Moldova has increasingly found that labor (mostly as quality, but also quantity) has become its major development constraint<sup>1</sup>, with Moldova's labor endowment suffering considerably in the last two decades. The prospects for the quantity of labor force available in the future are not necessarily brighter given continuous outward migration and dire demographic outlook.

This loss in the labor force was only partly offset by the improvements in the labor productivity, which remained the lowest in the CEE and Western CIS region<sup>2</sup>. Capital and skill endowments are amongst chief determinants of the labor productivity<sup>3</sup>. In their turn, the skill endowment is largely dependent not only on the quality of the country's education system, but also on training programs provided by various institutions.

The Innovative Entrepreneurship for Sustainable Employment Project was designed to establish career centers in four most important regions of Moldova with the goal to train and assist qualified unemployed and graduates in obtaining relevant employment in Moldova, preventing brain-waste, as well as brain-drain, and supporting economic growth of the country. One training center will be established in Chisinau and three centers will be established in the regions of Moldova.

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1 Ana Popa, Alex Oprunenco, Report on Analysis of Constraints to Economic Growth, Government of Moldova, 2010

2 Ibidem

3 Alex Oprunenco, Policy Brief 01/2012, UNDP Policy Unit

For the training Centre to be established in Rezina, a Coordinator of the Centre, a carrier advisor and an assistant will be recruited.

## **FOCUS OF THE SYSLAB PROJECT**

The Project is designed to establish career centers in four most important regions of Moldova with the goal to train and assist qualified unemployed and graduates in obtaining relevant employment in Moldova, preventing brain-waste, as well as brain-drain, and supporting economic growth. One training center was already established in Chisinau and three regional centers will be established by the end of 2013. The three regional centers will potentially be placed in the areas of regional economic development centers of Moldova, seeking to consolidate country's regional economic development and contributing to the alleviation of rural-urban division.

The Project will achieve the following **objectives**:

1. Provide new technologies to labor market authorities;
2. Provide motivated labor force to private and public sectors;
3. Give graduates a better chance for relevant employment in Moldova;
4. Give unemployed improved employability.

Overall, the project shall contribute to the development, adaptation and implementation of new tools, technology and methods, for career development, job search and entrepreneurship in Moldova. A specific component of the Project, to be further developed as a result of the current assignment, is particularly related to business start-up promotion and business development. Such component shall enhance the knowledge and skills of SYSLAB direct beneficiaries in starting-up news SMEs, independently of the sector, and ideate specific strategies for business development.

The Career Centers are focusing on the below **target groups**:

- new graduates, in order to prevent them from unemployment and to create job opportunities, and hence reduce/prevent brain-drain;
- unemployed irrespective of age, gender, ethnic background or education or work experience;
- returning migrants.

In achieving the project goals, the gender balance aspect will be taken into consideration, offering equal opportunities to both women and men to benefit from the Centers' services.

The center in Rezina is established at the premises of the ODIMM Business Incubator, and will have 3 people as consultancy staff. The center will focus on highly qualified unemployed and young graduates. It will offer a classic SYSLAB Center, entrepreneurship training, job-seeking courses and individual career guidance.

Estimated number of annual beneficiaries for Rezina center:

SYSLAB-training	100
Job training	150
Entrepreneurship training	60
Simple subject courses	60
Individual programs	100

## **OBJECTIVES AND EXPECTED DELIVERABLES OF THE ASSIGNMENT**

The Office Assistant of the SYSLAB Centre in Rezina, in close cooperation with Coordinator of the SYSLAB Rezina Center, will ensure the provision of development services and products of the highest quality and standards to national counterparts and clients, applying HRBA and GE approaches. More specifically, he/she will be responsible for the achieving and implementing the following:

**Key deliverables:**

Deliverables	Deadlines
Actively participate to the transfer of knowledge and trainings organized by the Project in the incipient phase of the contract	31 January 2014
Ensure overall administrative and logistical support for the daily running of the SYSLAB Rezina Center (including, but not limited to maintaining office equipment, stationary supplies, etc.)	Continuously, during the contract period
Provide support to the team in the development of quarterly reports on the implementation of SYSLAB methodology, based on a standard template (to be developed in team)	On quarterly basis
Estimate and communicate to the Project management the needs of the Centre, including office supplies, equipment, maintenance services, etc.	On quarterly basis
Coordinate all field visits to local academia, private companies, other local partners, supporting the recruitment of participants to SYSLAB Centre	Continuously, during the contract period
Maintain the Centre's database, including registry and maintenance of Centre files and records	Continuously, during the contract period
Participate in organizing new SYSLAB periods and in setting up the departments	Continuously, during the contract period
Assist in recruiting new participants to SYSLAB, including participation in the interviews	Continuously, during the contract period
Keep an updated database of the SYSLAB participants	On quarterly basis
Provide general efficient receptionist and information services for the recruitment and training of participants of the Centre, maintaining collaboration with the main Centre's partners, service providers, etc.	Continuously, during the contract period
Provide data/input into the Centre's quarterly and annual reports on progress with the implementation of the Annual Work Plan	On quarterly basis; for the annual report the deadline is 12 December 2014

**ORGANIZATION CONTEXT**

Under the guidance and direct supervision of the Project Manager, the incumbent provides effective and efficient administration of the SYSLAB Rezina Centre through a range of actions contributing to the design, planning, administration and monitoring of Centre's activities, in particular as it regards administration of available resources. The Office Assistant of the Centre applies and promotes the principles of results-based management (RBM), as well as a client-oriented approach consistent with UNDP rules and regulations.

The Office Assistant of the Centre works in close collaboration with the Project Manager and Project Associate for effective achievement of results, anticipating and contributing to resolving SYSLAB Centre's-related issues and adhering to UNDP programming, financial, procurement and administrative rules, regulations, policies and strategies. He/She expected to be present at work full time (Monday- Friday, from 8:30 to 17:30).

The Office Assistant of the Centre will cooperate with the assistants of other SYSLAB Centres to be opened in other regions of Moldova, and with the assistants of the SYSLAB Chisinau Center, with the goal of transferring the learned methodology and experience in running of SYSLAB Centre and implementation of specific activities related to administrative management.

**SKILLS AND EXPERIENCE REQUIRED**

**Education:**

- Secondary education is required. University Degree in economics, international relations, public administration or other related field would be an advantage.

**Experience:**

- Previous experience in administrative work, personnel administration, international relations, organizational development and entrepreneurship, or other substantive area. 1 to 2 years of experience is preferred, but not mandatory.
- Previous experience in development assistance or related work for a donor organization, consulting company, local NGO, academia, or LPA is an advantage.
- Strong communication and teamwork skills;
- Experience in the usage of computers and office software packages (MS Word, Excel, etc) advanced knowledge of spreadsheet and database packages, experience in handling of web based management systems is necessary.

**Language Requirements:**

- Fluency in oral and written English, Russian and Romanian is a must.

**PERFORMANCE EVALUATION**

Contractor's performance will be evaluated against timeliness, responsibility, initiative, communication, accuracy, and overall quality of the delivered products.

**FINANCIAL ARRANGEMENTS**

Payments will be disbursed in monthly installments, upon submission and approval of deliverables, and certification by UNDP Moldova Project Manager that the services have been satisfactorily performed.