

TERMS OF REFERENCE

Knowledge Architecture, Digital Platforms & Technical Assistance Monitoring Consultant

CONTRACT MODALITY Individual Consultancy

DUTY STATION GPD – Child Nutrition and Development Practice, New York, United States, Office Based,
with travels

DURATION OF CONTRACT 16 Months

Purpose of Assignment

The purpose of this consultancy is to design, strengthen, and operationalize an integrated digital knowledge architecture that enables more effective collaboration, knowledge sharing, data-driven decision-making, and strategic oversight across the Child Nutrition and Development Practice. The consultancy integrates knowledge management, digital systems governance, content architecture, and technical assistance (TA) performance monitoring into a cohesive digital environment aligned with UNICEF’s Strategic Plan 2026–2029 and the transition to the Centres of Excellence (CoE). A portion of this consultancy will also support the Programme Strategy and Coordination Hub (PSC) in developing, managing and progressively improving TA Plan data systems and establishing SharePoint-based coordination platforms for divisional planning and for GPD/CoE technical assistance to Country Programme development processes.

The consultancy will:

- Modernize and maintain the Practice’s digital ecosystem (SharePoint, Drupal CMS, Knowledge@UNICEF, Power BI), establishing the structured content architecture and metadata frameworks that underpin effective collaboration and AI-enabled knowledge retrieval.
- Curate and validate the knowledge base required for the rollout of NUTRIBOT, coordinating with the ICT team on technical requirements, data integration, and deployment readiness.
- Support the TA focal point and planning focal point in monitoring and tracking TA delivery through data visualization and systems support, ensuring the Practice meets GPD reporting requirements.
- Serve as lead focal point for TA Plan data management and systems administration under GPD, ensuring the integrity and structural readiness of all TA data for import into the TA Hub platform, in close collaboration with the TA Hub Team and DID.
- Develop, manage and progressively improve data systems, planning and coordination platforms for Global Programme Division/Centers of Excellence (GPD/CoE) technical assistance (initially in SharePoint, and subsequently in TA Hub), as well as for broader division-wide planning processes, including for GPD/CoE technical assistance to Country Programme development processes.

Scope of Work

Specific Objectives

Under the Child Nutrition and Development Practice:

- Strengthen and restructure the SharePoint information architecture in line with the new CoE structure, modernize the Child Nutrition and Development EPIC site, and manage technical content across SharePoint and Knowledge@UNICEF (Drupal CMS), including the migration of legacy documents from www.unicef.org/nutrition and Regional Office websites — establishing the foundational digital environment for the Practice.

- Curate, structure, and validate the knowledge base and data sources required for NUTRIBOT, and coordinate with the ICT team on technical requirements, data integration, user acceptance testing, and deployment readiness — building on the content architecture and metadata frameworks established under the digital knowledge architecture workstream.
- Support the TA focal point and planning focal point in monitoring and tracking TA requests and completion of the TA Plan through Power BI dashboards, data validation, and analytical reporting, ensuring all outputs meet GPD specifications and contribute to divisional accountability.

Under Programme Strategy and Coordination Hub (PSC):

- Develop, manage, administer and progressively improve the TA Plan platform – initially housed in a SharePoint dashboard – including datasets, intake forms for new TA requests (both CO/RO requests and GPD/CoE-generated requests), internal dispatching and review of TA requests, tracking systems, in close collaboration with planning and KM specialists across the GPD/CoE Global Practices and cross-sectoral Global Teams.
- Ensure that all TA plan data in the SharePoint-based TA Plan dashboard follows the structure and format required for import into the TA Hub platform, in close collaboration with the TA Hub Team and DID. Facilitate and contribute to the ultimate importing of all TA plan datasets into TA Hub, once operational.
- Produce data, analytics and insights on technical assistance, drawing from the TA plan SharePoint-based dashboard and subsequently TA Hub
- Develop and maintain a SharePoint-based knowledge sharing and coordination platforms for GPD/CoE technical assistance to Country Programme development and reviews, as well as for planning network processes and resources across the division.

Expected/Measurable Results

Child Nutrition and Development Practice:

- A fully restructured and governance-aligned SharePoint knowledge architecture and modernized EPIC site reflecting the new CoE structure, with all legacy technical documents migrated into Knowledge@UNICEF, a unified metadata schema applied across platforms, and improved content discoverability, establishing the foundational digital environment for effective team collaboration and AI-enabled knowledge retrieval.
- A validated and structured NUTRIBOT knowledge base ready for system ingestion, with documented technical requirements, completed user acceptance testing cycle, established content governance framework, and a readiness report with recommendations for subsequent phases.
- Operational Power BI dashboards and quarterly analytical summaries supporting the TA focal point and Practice leadership in monitoring TA delivery, with all reporting outputs aligned to GPD specifications and contributing to divisional accountability.

Programme Strategy and Coordination Hub:

- A fully functional TA Plan SharePoint-based dashboard, including intake forms, dispatching and review tools, and tracking systems, as well as a complete dataset on TA items with structural readiness for importing into TA Hub, once operational, as well as support to deployment and enhancements to the TA Hub system. This includes operational SharePoint-based tracking tools, standardized data management processes, and demonstrated data integrity across the SharePoint and TA Hub platforms.
- Two SharePoint-based knowledge sharing and coordination platforms — one for coordination of GPD/CoE technical assistance to Country Programme development and review processes, and another for the GPD/CoE planning network — operational and maintained throughout the contract period, facilitating intra-divisional coordination and cross-divisional transparency.

| Work Assignments Overview | Deliverables/Outputs | Delivery deadline (in weeks/months) and input days to complete the deliverable |
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| Segment 1: Digital Knowledge Architecture — SharePoint and Knowledge@UNICEF | Modernize and refresh the EPIC Nutrition site and collaboration sites, including updated navigation, branding alignment with the CoE structure, and restructured landing pages to improve content discoverability and team collaboration. | Total days: 8.5 days 30 June 2026 |
| Click here | Restructure SharePoint libraries in line with the CoE architecture, including revised permission frameworks, folder taxonomies, and a unified metadata schema that will serve as the standard across all Practice-level digital platforms. | Total days: 11.5 days 31 August 2026 |
| Click here | Migrate legacy technical documents from www.unicef.org/nutrition and Regional Office sites into Knowledge@UNICEF, applying the unified metadata schema and CoE thematic taxonomy to ensure a consolidated, searchable external knowledge base. | Total days: 12.5 days 31 October 2026 |
| Click here | Manage the continuous upload, quality assurance, and categorization of new technical publications across SharePoint and Knowledge@UNICEF, including version control, institutional naming conventions, and alignment with the Nutrition Strategy 2020–2030 and the Strategic Plan 2026–2029. | Total days: 12.5 days 30 Sept 2027 2026 |
| Click here | Conduct periodic content reviews across both platforms to ensure documents are correctly catalogued, outdated content is archived, and site navigation reflects current programmatic priorities. | Total days: 12.5 days 30 Sept 2027 |
| Click here to add text or click the + sign to add more rows | Serve as focal point for UNICEF’s Virtual Share Academy to migrate all nutrition webinars to the new platform, including content inventory, quality review, and coordination with the Academy team. | Total days: 5 days 31 July 2027 |
| Click here to add text or click the + sign to add more rows | Knowledge dissemination products | Total days: 4 days September 2027 |
| Segment 2: NUTRIBOT Knowledge Architecture and AI-Readiness | Conduct a comprehensive knowledge base inventory for NUTRIBOT, compiling and validating the full catalogue of source documents and data systems required for its establishment as advised by the ICT team. This inventory builds on the content repositories and metadata frameworks established under Segment 1. | Total days: 7.5 days 30 September 2026 |

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| Click here to add text or click the + sign to add more rows | Prepare the curated knowledge base for system ingestion, including document categorization by thematic area and format alignment (PDF, Word, URL), applying the metadata standards established across SharePoint and Knowledge@UNICEF to ensure consistency. | Total days: 12.5 days 31 December 2026 |
| Click here to add text or click the + sign to add more rows | Coordinate with the ICT development team on technical requirements for NUTRIBOT's architecture, including API integration specifications for nutrition data dashboards, document indexing and semantic search specifications, role-based access control requirements, and interface specifications (SharePoint widget, Teams integration, mobile compatibility). | Total days: 13.5 days 31 January 2027 |
| Click here to add text or click the + sign to add more rows | Support the definition and documentation of the escalation pathway for out-of-scope queries, including mapping of CoE specialists and knowledge owners by thematic area. | Total days: 5 days 30 November 2026 |
| Click here to add text or click the + sign to add more rows | Participate in user acceptance testing for the NUTRIBOT pilot, including test scenario design, documentation of issues and feedback, and coordination of inputs from nutrition programme staff. | Total days: 8.5 days 31 January 2027 |
| Click here to add text or click the + sign to add more rows | Support the establishment of a content review and validation cycle for NUTRIBOT's knowledge base, including defining the review process, identifying content owners, and documenting the governance framework for ongoing maintenance. | Total days: 10.5 days 30 September 2027 |
| Click here to add text or click the + sign to add more rows | Prepare a NUTRIBOT readiness report documenting knowledge base completeness, data integration status, outstanding gaps, and recommendations for Phase 2 enhancements. | Total days: 5 days 31 March 2027 |
| Segment 3: Child Nutrition and Development TA Plan Monitoring and Data Visualization Support | Develop and maintain a Power BI dashboard in coordination with the TA focal point and planning focal point, reflecting TA request status, implementation progress, thematic and regional distribution, and alignment with workplans and Strategic Plan results. | Total days: 16.5 days 31 July 2027 |
| Click here to add text or click the + sign to add more rows | Support data validation and quality assurance of TA tracking data, including periodic reconciliation of offline datasets and alignment with GPD reporting requirements and timelines. | Total days: 14.5 days 31 July 2027 |
| Click here to add text or click the + sign to add more rows | Ensure that all TA data reporting outputs meet GPD specifications and contribute to divisional-level reporting and accountability processes. | Total days: 6.5 days 30 August 2027 |
| Segment 4: TA Plan Data Management, Systems Administration, and TA Hub Readiness | Manage and administer the TA Plan dataset (1,800+ existing TA requests plus new submissions), including data validation, standardization, and structural alignment with the data schema required for import into | Total days: 13.5 days 31 July 2026 |

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| | the TA Hub platform. | |
| Click here to add text or click the + sign to add more rows | Design and deploy tools and mechanisms for offices to log TA requests, to provide feedback on TA received, and for the GPD/CoEs to plan and formulate globally-driven TA items that will also be included in the TA plan. | Total days: 8.5 days 31 March 2027 |
| Click here to add text or click the + sign to add more rows | Administer the TA Plan dashboard, including feature refinement, user interface improvements, and troubleshooting, to ensure it meets evolving reporting needs across Practices and GPD. | Total days: 11.5 days 31 July 2026 |
| Click here to add text or click the + sign to add more rows | Coordinate and manage offline datasets on TA delivery, and refresh these into the TA Plan dashboard at regular intervals to ensure data completeness and accuracy. | Total days: 6.0 days 31 July 2026 |
| Click here to add text or click the + sign to add more rows | Develop tracking tools for Practice Areas to report on TA implementation status and to effectuate modifications to ongoing TA items; refresh periodically into the dashboard; develop visualizations and reports on implementation status in dashboard and/or TA hub. | Total days: 6.0 days 31 December 2026 |
| Click here to add text or click the + sign to add more rows | Click here to add text or click the + sign to add more rows | Click here to add text or click the + sign to add more rows |
| Click here to add text or click the + sign to add more rows | Contribute to the importing of TA plan data, initially housed in the SharePoint-based dashboard, into TA Hub. This involves ensuring that all TA request data follows the structure and format required for import into the TA Hub platform, in close collaboration with the TA Hub Team and DID. This includes data mapping, field alignment, quality assurance of imported records, and troubleshooting of data discrepancies between the SharePoint-based system and the TA Hub. | Total days: 4.0 days 31 December 2026 |
| Click here to add text or click the + sign to add more rows | Contribute to refining and enhancing the features of the TA Hub MVP system, including testing, feedback documentation, and coordination with the development team and DID. | Total days: 5.0 days 31 December 2026 |
| Click here to add text or click the + sign to add more rows | Produce data, analytics, presentations and briefing materials related to the TA Plan/ TA Hub for senior leadership and Practice Area leads | Total days: 7.0 days 30 September 2027 |
| Click here to add text or click the + sign to add more rows | Provide user support and guidance to GPD/CoE, Regional Office, and Country Office staff on the TA Plan dashboard, TA Hub and related tools. | Total days: 5.0 days 30 September 2027 |
| Segment 5: GPD Knowledge Sharing and Coordination Platforms | Design and deploy a SharePoint-based knowledge sharing and coordination platform for GPD/CoE technical assistance to Country Programme development and reviews, facilitating intra-divisional | Total days: 10.5 days 30 August 2026 |

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| | coordination and transparency across Regional and Country Offices. | |
| Click here to add text or click the + sign to add more rows | Design and deploy a SharePoint-based knowledge sharing and coordination platform on planning processes, tools, and resources across the GPD/CoEs, including a dedicated space for the division planning focal points. | Total days: 10.5 days 30 August 2026 |
| Click here to add text or click the + sign to add more rows | Ongoing maintenance, content curation, user support, and periodic content reviews for both platforms, including user feedback integration to ensure resources remain current and accessible. | Total days: 16.5 days 30 September 2027 |

Payment Schedule:

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT

Minimum requirements:

- **Education:** Master’s Advanced degree in Public Policy, International Development, Information Systems, Knowledge Management, Data Science, or related field.

- **Work Experience:** Minimum 8 years of experience in: Programme monitoring and analytics; knowledge management, architecture and digital governance (SharePoint and Drupal CMS management);
 - Power BI dashboard development and data modeling.
 - Strong understanding of AI-readiness principles (data structuring, tagging, governance).
 - Experience in UN or international organizations highly desirable.
- **Skills (optional):** Strong analytical, systems-thinking, and strategic advisory skills.
- **Language Requirements:** Excellent written and verbal communication skills in English, knowledge of another UN language is desirable