

## CONSULTANCY - TERMS OF REFERENCE

# Open-Source Community Manager

UNICEF Office of Innovation - Giga, Barcelona, Spain

Duration: 12 months (Deliverable-Based)

Duty Station: Barcelona

### Advertising summary

We are looking for a motivated and experienced community manager to join Giga, an initiative to connect every school in the world to the Internet and every young person to information, opportunity and choice.

Giga is a passionate advocate for open source software development. We believe in the power of collaborative innovation and are dedicated to fostering a vibrant and engaged open source community. All our products are open source and we want to empower developers, users, and others to contribute to and utilize them.

The Open Source Community Manager will lead the growth of our open source community and will make sure that our products follow open source principles, best practices and standards.

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### Child Safeguarding

Is this project/assignment considered as “Elevated Risk Role” from a child safeguarding perspective?  YES  NO

If YES, check all that apply:

**Direct contact role**  YES  NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

**Child data role**  YES  NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

**More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)**

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children. To save their lives. To defend their rights. To help them fulfill their potential.

Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone.

And we never give up.

### **For every child...innovate**

UNICEF has a 70-year history of innovating for children. We believe that new approaches, partnerships and technologies that support realizing children's rights are critical to improving their lives.

The **Office of Innovation** is a creative, interactive, and agile team in UNICEF. We sit at a unique intersection, where an organization that works on huge global issues meets the start-up thinking, the technology, and the partners that turn this energy into scalable solutions.

### **About Giga**

Launched in 2019 as a joint initiative between UNICEF and ITU, **Giga** has set the ambitious goal to connect every school in the world to the internet. Half of the world's population has no regular access to the Internet. Millions of children leave school without any digital skills, making it much more difficult for them to thrive and contribute to local and global economies. This has created a digital divide between those who are connected and those who are not, a divide that has become even wider during the Covid-19 pandemic. UNICEF and ITU have therefore joined forces to create **Giga**, an initiative to connect every school in the world to the Internet and address this new form of inequality.

**Giga** focuses on connecting schools so that children and young people have access to information, opportunity, and choice. It also uses schools as anchor points for their surrounding communities: if you connect the school, you can also connect local businesses and services. This creates opportunities for service providers to generate revenue from paying users, making connectivity more sustainable. A 2021 report by the Economist Intelligence Unit found that a 10% increase in school connectivity can increase effective years of schooling by 0.6% and increase GDP per capita by 1.1%.

You can read more about Giga's work at <https://giga.global/> and by following us on twitter @Gigaglobal

### **How can you make a difference?**

We are looking for a motivated open-source community manager to join the Giga team. This will be a diverse and hands-on role to help ideate and execute Giga's open source strategy. We are looking for someone that is eager to make Giga a champion of open source - that is unafraid to get their hands dirty combing through pull-requests and drafting documentation but that also understands the nuance of, and is excited to engage with, different technical and non-technical communities. The open source community manager will help shape and nurture the healthy development and growth of our open source products.

## Your main responsibilities will be:

- 1. Creating enabling processes and standards to streamline and improve Giga's open source roadmap, including:**
  - Drafting and implementing Giga's open source strategy – stewarding Giga's commitment to open source principles and digital public goods
  - Designing and building buy-in on required standards and processes to bolster Giga's open source commitment, including technical documentation templates, community guidelines, checklists and code reviews, amongst others
  - Developing product-specific open source roadmaps in collaboration with product owners, including identifying relevant technical and non-technical communities to engage with, creating OKRs and implementation plans, selecting licenses, etc
- 2. Overseeing and managing the implementation of Giga's open source roadmap, including:**
  - Executing product-specific open source roadmaps, encompassing the creation and iteration of product documentation (such as issue trackers and contributor incentives) and engagement and follow-up with relevant communities (including managing PRs and issues, external contributor feedback, etc)
  - Driving increased and successful contributions to Giga's open-source products
  - Advising the team across product ideation and development on how best to build and sustain vibrant open-source projects
- 3. Building and iteratively improving Giga's brand as a tech, open source and digital public goods champion**
  - Contributing to building greater cultural awareness for open source within Giga
  - Liaising with Giga team members as needed to create product communication and marketing materials to disseminate the achievements (and failures!) of Giga's technology work
  - Representing Giga in the open source community
  - Organizing and participating in online as well as offline events geared towards growing a vibrant community of technical and non-technical Giga collaborators, for example, hosting X Spaces, hackathons, webinars.
  - Keeping abreast of latest developments in the open source community

## Description of assignment

	Tasks	Deliverables/Outputs	Delivery deadline	% of payment/ Estimated combined working days
1	<b>Understanding Giga's technology products and existing OS practices, resources and commitments</b>	<ul style="list-style-type: none"> <li>• Landscape assessment of existing OS practices and commitments</li> <li>• Landscape assessment of relevant OS communities and events</li> <li>• Review of existing resources</li> </ul>	Month 1	10%
2	<b>Development and review of enabling processes and standards</b>	<ul style="list-style-type: none"> <li>• Templates of relevant processes and standards, including technical documentation, community guidelines, checklists and code reviews</li> <li>• Establishment of online platforms for community interaction</li> </ul>	Month 2	10%
3	<b>Drafting Giga's open source strategy</b>	<ul style="list-style-type: none"> <li>• A comprehensive document outlining Giga's open source strategy, including implementation and community engagement plans and OKRs</li> </ul>	Month 3-4	15%
4	<b>Implementation roadmaps for two Giga products</b>	<ul style="list-style-type: none"> <li>• Two product-specific roadmaps that outline key milestones, engagement strategies with technical and non-technical communities, licensing and others.</li> <li>• Processes and documentation for community member onboarding and offboarding established</li> <li>• A system to manage, track, and respond to community queries and feedback (i.e., issue and contribution tracker)</li> </ul>	Month 5	10%
5	<b>Managing roadmap implementation</b>	<ul style="list-style-type: none"> <li>• Issue and contribution tracker report</li> <li>• Design of one additional product-specific roadmap</li> <li>• Implementation of product specific roadmaps</li> </ul>	Month 6-7	15%
6	<b>OS outreach and engagement</b>	<ul style="list-style-type: none"> <li>• Issue and contribution tracker report</li> <li>• Internal training on OS best practices</li> <li>• Organization of one community event</li> </ul>	Month 8	10%
7	<b>Giga brand strengthening</b>	<ul style="list-style-type: none"> <li>• Issue and contribution tracker report</li> <li>• Blogposts and other communication/branding materials</li> </ul>	Month 9	10%
8	<b>Community growth and engagement monitoring</b>	<ul style="list-style-type: none"> <li>• Organization of one community event</li> <li>• Processes to foster collaboration to OS projects from Giga team members</li> <li>• Attendance to one external event</li> </ul>	Month 10-11	10%

9	<b>Documentation, training and handover</b>	<ul style="list-style-type: none"> <li>• Training materials on best OS community management practices developed for future use by the Giga team</li> <li>• Open source contribution report summarizing the contributions made to Giga's open-source projects, including metrics on community engagement and project growth.</li> <li>• Final handover report.</li> </ul>	Month 12	10%
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### To qualify as an advocate for every child you will have...

#### Qualifications:

- Master's degree in software development, engineering or a related technical field. *\*A first University Degree in a relevant field combined with 2 additional years of professional experience may be accepted in lieu of an Advanced University Degree.*
- A minimum of 5 years of experience in the field, preferably in developer or community projects
- Strong personal track record of ongoing contributions to one or more open source projects
- Strong understanding of version control systems (e.g., Git) and project management tools
- Experience in community management, including facilitating and growing communities is required
- Experience from working within UNICEF, and with experience or strong exposure to Country Offices is considered an asset.
- Strong planning/organizing skills. Prior experience planning events is desirable.
- Knowledge of social media channels (especially X, formerly Twitter) is required.
- Excellent written and verbal communication skills and enthusiasm for public speaking.
- Proven capacity to work with collaborative teams across different locations and with different technical skills.
- Fluency in English is required. Proficiency in an additional official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.

#### Payment details and further considerations

- Payment of professional fees will be based on the submission of agreed 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.
- Consultant is responsible for his/her own health and travel insurance
- Consultant is responsible to arrange his/her own travel, including visa

#### How to apply:

- Interested applicants are required to submit a financial proposal with an all-inclusive fee. Please see the financial proposal template.
- Financial proposal must include travel costs (economy class) and daily subsistence allowance, if travel is required as per TOR and any other estimated costs: visa, travel/health insurance
- **Applications without a financial proposal will not be considered.**

### **For every Child, you demonstrate...**

UNICEF's values of Care, Respect, Integrity, Trust, Accountability, and Sustainability ([CRITAS](#)).

To view our competency framework, please visit [here](#).

UNICEF is here to serve the world's most disadvantaged children and our global workforce must reflect the diversity of those children. The UNICEF family is committed to include everyone, irrespective of their race/ethnicity, age, disability, gender identity, sexual orientation, religion, nationality, socio-economic background, or any other personal characteristic.

UNICEF offers reasonable accommodation for consultants/individual contractors 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.

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.

#### **Remarks:**

Only shortlisted candidates will be contacted and advance to the next stage of the selection process.

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 to ensure that the visa (applicable) and health insurance 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.