TERMS OF REFERENCE
Consultant / Individual Contractor

Section:	ICT	Date:	22nd June 2022
Title:	**Junior Individual Contractor for rapidPro Data and Surveys analysis, and Content Management**	Duty station:	Dakar
Reporting to:	Minu Limbu, Regional T4D/Innovation Business Analyst	Contract type:	Individual Contractor Full-Time
Duration:	11.5 Months	Start date:	15th July 2022

Child Safeguarding

Is this project/assignment considered as "Elevated Risk Role" from a child safeguarding perspective?
NO
☐ 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:

NA

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):

NA

More information is available in the Child Safeguarding SharePoint and Child Safeguarding FAQs and Updates

1. Background

Under UNICEF West and Central Africa Regional Office Management Plan (2022-2025), and in alignment with the Sustainable Development Goals, digital technologies and innovations are among the core accelerating strategies to achieve Key Results for Children. Specifically, UNICEF WCARO aims to support robust evidence generation and use an agenda centered on impact-level results.

In sectors such as health and child protection, digital transformation can catalyze necessary transformations and address persisting data challenges. UNICEF has been using RapidPro in different country offices to collect data via short message service (SMS) and other mobile communication channels to enable real-time data collection with civil registration agents, and frontline workers among others, and to reinforce communication, participation, and engagement of young people and empower them to voice about their opinion in the national level policy decisions that affect their lives.

However, implementation and roll-out of digital technologies in the region face several challenges, including having systems architectures that lack interoperability and are too complex for deployment and adoption. The lack of technical capacity in some COs has also directly impacted on the overall evidence collection and decision-making processes impacting the results for children.

2. Objectives

This consultancy is designed to support the Regional Office's cross-sectoral demand to support evidence generation, engagement of adolescents, youth, and their communities through U-Report and other innovative approaches to connect with frontline service providers of programme sections.

Under the direct supervision of Regional Business Analyst (T4D/Innovation) and in coordination with WCA country offices, the individual contractor will provide expertise in mobile-driven data collection processes through social messengers and chatbots. The incumbent will also ensure quality assurance through RapidPro, organize real-time data from RapidPro and provide technical support to respective stakeholders to establish and operate two-way communication. S/he will also assist in scaling up the use of RapidPro by providing the day-to-day management support for coordination, content creation, promotion, and monitoring.

Additionally, the individual contractor will help in the development of the Digital CMS system and implement features that enhances the interoperability with RapidPro, provide general software support, particularly on technical questions related to the Drupal CMS and Power BI, and more generally on Enterprise Content Management and content presentation with Information Management products.

3. Scope of Work

The consultant will assume technical expertise and operational responsibilities including the following:

1. **Provide technical support on RapidPro and U-Report**
   1.1. Maintain SMS and digital channels (i.e., Facebook Messenger, Telegram, WhatsApp) in coordination with RapidPro hosting company and relevant parties.

1.2. Carrying out frequent U-Report system tests to avoid malfunctions and taking technical actions to ensure that the system performs to optimum capabilities and that new features are created to improve the speed of real-time data analysis functions.

2. **Data Collection and analysis**
   2.1. Work with UNICEF Programme staff to identify advocacy priorities/subjects for polls, plus thematic groups to respond to critical unsolicited questions raised by children and young people (including helpline and referral information)
   2.2. Monitor U-Report polling / chatbots on SMS, Facebook and WhatsApp channels on daily basis and evaluate the data and outcomes.

3. **Enterprise Content Management**
   3.1. Participate in the development of the Digital CMS web application and implement features requirements
   3.2. Provide hands-on support on SharePoint sites and pages to sections

4. **Other tasks as required**

Tasks/Milestone:	Deliverables/Outputs:	Estimated due date
Output 1	**Web Development and ECM** a. *On-demand technical support* • Build and maintain SharePoint pages and document libraries • Support other ECM tasks at the discretion of the Regional Business Analyst. b. *Interoperability* • Maintain the Digital CMS web application and implement interoperability with RapidPro to enhance messages translations	16 December 2022
Output 2	**Mobile Data Collection and Data Analysis** a. *Improved data quality, reporting, and visualization to facilitate using evidence for action* • Support COs in data collection efforts, including the selection of survey questions, sampling, selection of data collection methods, and data analysis. • Build interactive dashboards on demand to present actionable insights of poll results	28 February 2023

	b. *Landscape mapping* • An updated mapping of ongoing data collection initiative is available		
Output 3	**U-Report support** a. *Technical support* • Provide technical assistance to countries interested in adapting their U-Report programmes for vulnerable populations. • Help countries build and maintain their U-Report sites	28 April 2023	
Output 4	**RapidPro technical support** a. *Technical support and Knowledge Management* • Provide technical support to COs as and when the demand arises • Develop, maintain and document RapidPro flows for U-Report Polls, programme campaigns and initiatives	30 June 2023	

5.   Reporting Requirements and Key Responsibilities

- Preliminary findings – PowerPoint presentation of the architecture of the current version of the Digital CMS app, features available and missing, with recommendations delivered to UNICEF
- Log of change requests and features enabled in the different versions of the Digital CMS
- A production-ready version of the Digital CMS web application with full interoperability with RapidPro and direct messages translations implemented and delivered to UNICEF
- On-demand interactive dashboards presenting polls insights delivered to UNICEF
- User guides and documentation
    - PDF documentation of the System Architecture and Requirements to host and maintain a production-ready version of the Digital CMS
    - Step-by-step basic user guide in PDF explaining how to use the Digital CMS web application
    - Step-by-step advanced user guide in PDF explaining how to manage the Digital CMS web application
    - Detailed PDF one-pager reports explaining indicators calculated, data sources, refresh schedule, business owners and stakeholders for each mobile data-collection initiative made and launched through RapidPro
    - SharePoint page that centralizes resources and documentation

6.   Profile Requirements

Minimum Qualifications required:	Knowledge/Expertise/Skills required:
☒ Bachelors ☐ Masters ☐ PhD ☐ Other	• Mastery of techniques related to the development of web interfaces

• Bachelor's degree in computer science, Computer Management System, Mathematics, or any relevant field • Have no immediate relatives (e.g., father, mother, brother, sister) working in any UNICEF office • Have no other relatives in the line of authority which the consultant will report to.	• Be familiar with developing data collection tools and real-time monitoring using RapidPro, U-Report and Power BI • Knowledge of current developments in the fields of documentation, infographics, professional editing. **Experience:** • Minimum of 3 years in Web development • Experience in collecting data through polls and analyzing results • Experience working with UNICEF or other UN agencies will be preferred • Fluency in English and French required. Knowledge of one other UN working language an advantage

7. Administrative Requirements

Administrative details: Visa assistance required: ☐ Transportation arranged by the office: ☐	☐ Home Based ☒ Office Based: If office based, seating arrangement identified: ☒ IT and Communication equipment required: ☒ Internet access required: ☒

The individual contractor will receive a monthly payment