

SANITATION AND WATER FOR ALL (SWA), DATABASE SUPPORT TERMS OF REFERENCE (TORs)

TITLE	Knowledge management/Business Solutions Specialist
LOCATION OF ASSIGNMENT	Home-based in NYC area; ability to travel for occasional in-person meetings at UNICEF NYHQ
LANGUAGE(S) REQUIRED	English
TRAVEL	None
DURATION OF CONTRACT	Up to 90 days, 15 January 2019 – 30 June 2019
SECTION & UNIT	PD WASH, SWA Team
CONSULTANT REPORTING TO	COO, Sanitation and Water for All

BACKGROUND & RATIONALE

Sanitation and Water for All (SWA) is a global alliance of over 200 national governments, donors, civil society organizations, the private sector and other development partners working together to increase political will and strengthen resource allocations for water supply and sanitation. Strengthening resource allocations will require improved mobilization and better targeting of resources by both national governments and development partners. The goal of SWA is sanitation and water for all.

UNICEF HQ hosts the Secretariat of the Sanitation and Water for All partnership, which is responsible for supporting the Steering Committee, its Chair, as well as the high-level Chair, for organizing High Level Meetings and for guiding the related country-level preparatory and follow up processes.

The SWA Secretariat maintains a list of approximately 1,500 contacts, which are categorized by their relationship to SWA, e.g. constituency, role in the partnership, attendance at events, etc. Currently, the information is managed in Smartsheet. SWA is currently looking for support in conducting a major update of our contact information as well as, transitioning to a more reliable and user-friendly digital database platform.

PURPOSE

Provide technical advice to SWA in developing Information & Knowledge Management strategies and ensuring implementation of systems and platforms required for the business provide strategic advice on the optimal way to update and manage the database, considering SWA's way of working and needs.

1. Develop a systematic and effective approach to manage information and data for SWA secretariat.
2. Undertake a comprehensive review of the existing SWA secretariat website architecture structure
3. Design and roll-out a system/platform to follow up on the stakeholders' commitments
4. Provide technical support in identifying integrated solutions for document storage across SWA secretariat

EXPECTED RESULTS: (MEASURABLE RESULTS)

Based on the needs of the SWA Secretariat in terms of the maintenance and continued development of the SWA database, the consultant will perform the following tasks:

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1. DEVELOP A SYSTEMATIC AND EFFECTIVE APPROACH TO MANAGE INFORMATION AND DATA FOR SWA SECRETARIAT:

- Undertake an assessment to identify the best business IT/platform solution to establish a database with all SWA secretariat stakeholders (250 +).
- Establish the platform by liaising with relevant technical units (IT) and teams across SWA secretariat and UNICEF for the set up;
- Develop an easy-to-maintain mapping of all SWA secretariat stakeholders and their contacts and develop criteria to ensure search of stakeholders
- Assist in developing mechanism to eliminate duplication of service delivery based on existing data and look for effective methods of acquiring data from the relevant stakeholder to fill information gap.

2. SWA SECRETARIAT WEBSITE

- Undertake a comprehensive review of the existing SWA secretariat website architecture structure;
- Ensure optimization and functionality, consistency and updated website design, quality content, architecture structure and of the existing SWA website
- Ensure sites links for user-friendly and easily maintained

3. PLATFORM TO SHARE STAKEHOLDERS COMMITMENT

- Design and roll-out a system/platform to follow up on the stakeholders' commitments
- Collect and analyze data from committed partners and create a searchable system by specific criteria

4. DOCUMENT STORAGE SOLUTIONS

- Provide technical support in identifying integrated solutions for document storage across SWA secretariat
- Coordinating with IT/UNICEF to store digitized documents into robust cloud-based and enterprise content management system.

Duty Station

Home-based but with proximity to New York City, in order to attend meetings with the secretariat.

TIMEFRAME

Start date: 15 January 2019

End date:

30 June 2019

Tranche	Deliverables	Duration (Estimated # of days)	Deadline
1	<ul style="list-style-type: none"> • Undertake an assessment to identify the best business IT/platform solution to establish a database with all SWA secretariat stakeholders (250 +). • Establish the platform by liaising with relevant technical units (IT) and teams across SWA secretariat and UNICEF for the set up; 	35	30 June 2019

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Tranche	Deliverables	Duration (Estimated # of days)	Deadline
	<ul style="list-style-type: none"> Develop an easy-to-maintain mapping of all SWA secretariat stakeholders and their contacts and develop criteria to ensure search of stakeholders Assist in developing mechanism to eliminate duplication of service delivery based on existing data and look for effective methods of acquiring data from the relevant stakeholder to fill information gap. 		
2	<ul style="list-style-type: none"> Undertake a comprehensive review of the existing SWA secretariat website architecture structure; Ensure optimization and functionality, consistency and updated website design, quality content, architecture structure and of the existing SWA website Ensure sites links for user-friendly and easily maintained 	20	31 March 2019
3	<ul style="list-style-type: none"> Design and roll-out a system/platform to follow up on the stakeholders' commitments Collect and analyze data from committed partners and create a searchable system by specific criteria 	25	30 April 2019
4	<ul style="list-style-type: none"> Provide technical support in identifying integrated solutions for document storage across SWA secretariat Coordinating with IT/UNICEF to store digitized documents into robust cloud-based and enterprise content management system. 	10	31 May 2019
		Up to 90	

Key competences, technical background, and experience required:

Education and Experience for Individuals:

- Completion of University-level education is a minimum requirement.
- A minimum of four (4) years' experience dealing with information platforms and providing strategic advice in the area of knowledge management
- Experience with various CRM and Database platforms required
- Prior experience in working with large volumes of data (entry and management)
- Knowledge of project management software, such as Smartsheet is desirable
- Advanced Skills in Excel required
- An excellent command of the English language is required. Knowledge of French, Spanish or Portuguese is a plus

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Key Competencies

- Detail-oriented
- Driven to achieve results
- Communicates effectively

HOW TO APPLY

Please indicate your ability, availability and daily/monthly rate (in US\$) to undertake the terms of reference above (including travel and daily subsistence allowance, if applicable). Applications submitted without a daily/monthly rate will not be considered.

Remarks

With the exception of the US Citizens, G4 Visa and Green Card holders, should the selected candidate and his/her household members reside in the United States under a different visa, the consultant and his/her household members are required to change their visa status to G4, and the consultant's household members (spouse) will require an Employment Authorization Card (EAD) to be able to work, even if he/she was authorized to work under the visa held prior to switching to G4.

At the time the contract is awarded, the selected candidate must have in place current health insurance coverage.

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

UNICEF is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.