



CONSULTANCY - TERMS OF REFERENCE

Giga Product Manager

UNICEF Office of Innovation - Giga

Duration: 12 months (Deliverable-Based)

Duty Station: Barcelona, Spain

Advertising summary

We are seeking an experienced, talented, passionate Product 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. The Product Manager will be responsible for product planning, process, policies, initiatives and execution all through the lifecycle of the product and will work with a multidisciplinary team to drive the development and go-to-market strategies of a diverse range of cutting-edge products that will help us achieve the ambitious goal of connecting every school, and every community to the Internet.

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 seek a strong self-motivated Product Manager who can maintain the quality of their work even under tight time constraints and who can work with a diverse interdisciplinary team of engineers, designers, data scientists and researchers to lead the development of quality data products & tools for Giga.

As part of the tech team in the Giga Barcelona Technology Centre you will:

1. Work on finding the market fit of existing product prototypes like the school price calculator or ML school validation app, and accordingly, work with the tech team and external vendors to drive the roadmap and implementation of the next phase of these products.
2. Work closely with the Mapping Product Lead to drive product development and market & community engagement of our flagship school & connectivity mapping platform.
3. Build figma or no-code prototypes to explore and secure a proof of concept for new product ideas or features.

4. Coordinate the work of vendors and other tech partners that are supporting us to build the products.
5. Work with a team of engineers, designers, data scientists and researchers to define, design and build features, and with partnerships and country/user engagement teams to validate the product features and build their growth plan.
6. Be responsible for the products' planning, process, policies, initiatives and execution through the lifecycle of the product. Manage Agile processes and sprint planning.
7. Analyze the impact of these products and user adoption & satisfaction by defining and tracking key metrics and analytics.
8. Create relevant documents and communication materials and communicate quantifiable impact of the work to internal and external audiences.

Description of assignment

#	Tasks	Deliverables/Outputs	Delivery deadline
1	Assess existing products and build strategy to market validate	Assessment of existing product prototype	Month 1
		Strategy to market validate	
		Plan features required to build minimum viable product for market validation	
2	Coordinate the work with internal teams, vendors and tech partners	Product requirement documents and user stories with technical and non-technical stakeholders	Month 2
		Kickoff materials and meetings with vendors and tech companies	Month 3
		Assessment of final products built by vendors and tech partners	
3	Work with a team of engineers, designers and researchers to build features	User stories, wireframes and final user-facing design mockups	Month 4
		Processes and communication channels established	Month 5
4	Build prototypes to explore and secure a proof of concept for new technologies	Requirements for new prototypes	Month 6
		Proof of concepts built	Month 7
		Strategy for their built up of prototypes	

5	Conduct user/market research and gather user requirements from different stakeholders and users	User/market research in collaboration with UX designer and meet with different stakeholders and users to gather feedback and requirements	Month 8
		Updated product roadmap based on gathered research, feedback and requirements	Month 9
6	Analyze the impact of products and user adoption & satisfaction	Key metrics to measure impact and user adoption & satisfaction	Month 10
		Processes to track key metrics	
		Analysis of key metrics and adapted product roadmap based on results	
7	Document and communicate	Product progress documents and other documentation	Month 11
		Blogposts and other communication materials	
8	Completion of contract	Final handover report	Month 12

To qualify as an advocate for every child you will have...

- A Master's degree in Computer Science, Engineering or a related field is essential for this role. *An undergraduate degree in a relevant discipline combined with an additional 2 years of professional experience may substitute the Master's degree.
- A minimum of 5 years relevant professional experience of relevant professional experience in building and shipping technical products.
- Experience in building quick prototypes with figma and no-code tools like webflow.
- Experience in creating product roadmaps and defining product market fit and go-to-market strategies.
- Experience working with a multidisciplinary team of designers, engineers, data researchers.
- Experience working in an agile software development environment.
- Knowledge of project management tools like Jira, Asana, Trello.
- Good verbal and written communication skills.
- Knowledge and experience with building data apps using frameworks like Streamlit is considered an asset.
- Work experience in developing countries and/or familiarity with emergencies is considered an asset.
- Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.

Travel:

- The consultant is expected to travel to Geneva one time (1 trip), for a stay of 4-5 nights.
- The consultant is responsible for arranging his/her own travel, including visa and travel insurance.



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.