



## CONSULTANCY - TERMS OF REFERENCE

# UX mentor

*Division: UNICEF Office of Innovation, Stockholm, Sweden*

*Duration: 9 months part-time*

*Duty Station: Remote, coordinates with Stockholm office.*

### Advertising summary

The UNICEF Venture Fund is a pooled funding vehicle specially designed to finance early stage, open-source frontier technology that can benefit children. We are looking for an experienced designer with expertise in UX and user-centered design to support UNICEF country office-led projects exploring the use of frontier technology. The successful candidate will have experience in facilitating relevant design processes, building wireframes, interfacing with developers and be able to adjust to the realities and circumstances of the contexts that UNICEF works in.

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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](#)

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## Summary

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 that sits at the intersection of working on material global issues, start up thinking, technology and partnerships that can scale solutions. We look to form partnerships around frontier technologies (including AI, drones and UAVs, blockchain, wearables and sensors, and 3D-printing) that exist at the intersection of \$100 billion markets and 1 billion person needs.

The Office of Innovation's Venture Fund ([unicefventurefund.org](http://unicefventurefund.org)) is a pooled funding vehicle specially designed to finance early stage, open-source technology that can benefit children. The core motivation of the Venture Fund is to identify clusters or portfolios of initiatives around emerging technology – so that UNICEF can both shape markets and learn about and guide these technologies to benefit children. We invest in solutions that can impact the lives of the most vulnerable children.

## How can you make a difference?

UNICEF's Office of Innovation (OOI) is looking for an experienced UX mentor to provide guidance and support the development of user-centered design practices, as well as their expertise in various UX disciplines such as research, design, and evaluation.

## Your main responsibilities will include:

- Provide focused design support to the ongoing pilot in Burundi for the development of solution to improve blockchain-based financial inclusion tool
- Identify 3 other CO-led projects that would most benefit from mentorship, based on stage of the project, challenges identified, demand from the CO and potential to add value
- Provide ongoing support to these 3 projects

## Description of assignment

	Tasks	Deliverables	Timeframe / Delivery date
1	Provide focused design support to the ongoing pilot in Burundi		30% of tasks outlined, see payment schedule below
		Design sprint report and synthesis	
		Service map and validated version	
		UI support to provide high fidelity prototype	
		Pilot support through research plan, synthesis and final report	
		Project management plan	
2	Identify 3 other CO-led projects for mentorship	Assessment table of potential projects with recommendation for valuable design mentorship	5% of tasks outlined, see payment schedule below
3	Provide ongoing support to these 3 projects		65% of tasks outlined, see payment schedule below
		Service map and validated version	
		UI support to provide high fidelity prototype	
		Pilot support through research plan, synthesis and final report	
		Project management plan	

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

- An advanced university degree (Master's or higher) in interaction design, product design, human-computer interaction, information design and information architecture or other relevant 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 eight years of relevant professional experience in UX/UI product design experience, some of which should be in an international setting.
- Strong expertise in user experience and interaction design, research and consultation for web-based designs, apps, and data information systems, information architecture and systems mapping design.
- Strong understanding of design systems and front-end architecture
- Experience in creating interactive prototypes in tools like Sketch, Adobe CC, Invision, etc.
- Demonstrated experience in providing mentorship, consulting and advisory services in relevant domains
- Excellent research, written and verbal communication skills.
- Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

#### **Travel:**

- The successful consultant will be expected to conduct one mission to Burundi for (5 night stay) and one mission to each of the three additional project countries (5 night stays each). Please include estimate in the financial proposal.
- The reimbursement of travel costs for the mission to the three additional project countries will be processed based on actual expenses incurred. Upon completion of the travel and submission of the invoice. Don't include the additional 3 countries travel cost estimate in the financial proposal.
- 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.
- € Payment schedules as per outlined tasks are:

Task	Provide focused design support to the ongoing pilot in Burundi	Identify 3 other CO-led projects for mentorship	Provide ongoing support to these 3 projects	Total
<b>Timeframe</b>	%	%		%
<b>Month 1</b>	10%			10%
<b>Month 2</b>	10%			10%
<b>Month 3</b>	10%	5%		15%
<b>Month 4</b>			15%	15%
<b>Month 5</b>			10%	10%
<b>Month 6</b>			10%	10%
<b>Month 7</b>			10%	10%
<b>Month 8</b>			10%	10%
<b>Month 9</b>			10%	10%
<b>Total</b>	<b>30%</b>	<b>5%</b>	<b>65%</b>	<b>100</b>

#### How to apply:

- € Interest applicant is required to submit a financial proposal with all-inclusive fee. Please see the financial proposal template.
- € **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.